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**Ticket: # 1282269 - Blocking of Service**

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

**City/State/Zip:** Arcata, California 95521

**Company Complaining About:** Sudden Link

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**Description**

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

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

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

**City/State/Zip:** Palatine, Illinois 60074

**Company Complaining About:** Comcast

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## **Description**

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

This is a known issue with Comcast:

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

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

[http://www.slate.com/blogs/future\\_tense/2015/03/13/it\\_s\\_absurd\\_that\\_comcast\\_can\\_block\\_hbo\\_go\\_on\\_your\\_ps4.html](http://www.slate.com/blogs/future_tense/2015/03/13/it_s_absurd_that_comcast_can_block_hbo_go_on_your_ps4.html)

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

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

**City/State/Zip:** Doral, Florida 33178

**Company Complaining About:** AT&T

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## **Description**

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

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

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

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

I would appreciate if this commission can revise this matter.

Regards

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**Ticket: # 1287806 - Wingate Apartment Complex blocks out ISP internet Providers and offers overpriced internet**

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

**City/State/Zip:** Grand Rapids, Michigan 49546

**Company Complaining About:** Bloom Broadband

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**Description**

Wingate Apartments from Grand Rapids/Kentwood, MI offers over priced internet service through Bloom company. It does not give the renter the option to freely choose or transfer other internet service of your choosing. I tried having my AT&T u-verse internet service transferee to the apartment building I will be moving to but they don't allow them. They charge 49\$/12mbp  
59\$/25mgb  
69\$/40mgbs

And it is the same for every renter. We need to have the right to have any internet we want. The prices are too high for the little amount of data offered. Please help.

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[Ticket: # 1287951 - Blocking](#)

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

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

**Company Complaining About:** AT&T

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## **Description**

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

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**Ticket: # 1291476 - Misleading and theft of services****Date:** 10/28/2016 11:38:12 AM**City/State/Zip:** Scranton, Pennsylvania 18504**Company Complaining About:** Comcast

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**Description**

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

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

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

**City/State/Zip:** Foley, Alabama 36535

**Company Complaining About:** Centurylink

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## **Description**

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

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

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

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

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

**City/State/Zip:** Pflugerville, Texas 78660

**Company Complaining About:** Sudden Link

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## **Description**

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



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**Ticket: # 1297579 - Limiting Internet access from NAT 3 to NAT 2****Date:** 11/1/2016 8:09:39 PM**City/State/Zip:** Norfolk, Virginia 23505**Company Complaining About:** Cox

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**Description**

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

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

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

**City/State/Zip:** Spencerville, Ohio 45887

**Company Complaining About:** Craigslist

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## **Description**

I wish to know how and internet company like craigslist has the authority to block and posting a user has to put on there ????. all my emails are being blocked form using craigslist and I feel that is a travesty . I would like for you to check into such . I do not do anything illegal and wish my three accounts reactivated, (b) (6) they are not even letting me advertise locally on there either.

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

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

**City/State/Zip:** Arrington, Tennessee 37014

**Company Complaining About:** Comcast

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## **Description**

Can xfinity/Comcast block internet streaming of Fox News

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**Ticket: # 1298129 - Unwanted email - TO ME PORN**

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

**City/State/Zip:** Hewlett, New York 11557

**Company Complaining About:** Verizon

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## **Description**

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

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

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[Ticket: # 1299863 - Facebook Messenger](#)

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

**City/State/Zip:** Syracuse, New York 13207

**Company Complaining About:** Cricket

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## **Description**

Facebook Messenger Isn't Working

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

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

**City/State/Zip:** Angola, New York 14006

**Company Complaining About:** Time Warner

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## **Description**

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

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**Ticket: # 1302788 - DVR**

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

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

**Company Complaining About:** Comcast

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## **Description**

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

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

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

**City/State/Zip:** Casa Grande, Arizona 85194

**Company Complaining About:** Hughes Net

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## **Description**

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



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

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

**City/State/Zip:** Tacoma, Washington 98409

**Company Complaining About:** Comcast

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## **Description**

Comcast openly blocks out apps like WatchESPN on PS4.

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**Ticket: # 1304233 - Net neutrality complain**

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

**City/State/Zip:** Goleta, California 93117

**Company Complaining About:** Cox

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**Description**

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

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

Conversation with Cox on this issue was public:

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

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

(and the whole rest of that conversation).

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

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

**City/State/Zip:** Chino Hills, California 91709

**Company Complaining About:** Charter Spectrom Time Warner Cable

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## **Description**

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

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

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

**City/State/Zip:** Foley, Alabama 36535

**Company Complaining About:** Centurylink

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## **Description**

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

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**Ticket: # 1307195 - Cricket wireless blocking and charging for the ability to tether**

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

**City/State/Zip:** San Antonio, Texas 78250

**Company Complaining About:** Cricket

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## **Description**

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

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

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

**City/State/Zip:** Escondido, California 92029

**Company Complaining About:** Cox

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## **Description**

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

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

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

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

regards,

(b) (6)

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**Ticket: # 1310918 - Comcast blocks Netflix and Hulu**

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

**City/State/Zip:** Mukilteo, Washington 98275

**Company Complaining About:** Comcast

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**Description**

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

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

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

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

**Company Complaining About:** Comcast

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**Description**

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



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

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

**City/State/Zip:** Reeds, Missouri 64859

**Company Complaining About:** Exede

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**Description**

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

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

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

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

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

**City/State/Zip:** Auburn, Indiana 46706

**Company Complaining About:** AT&T

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## **Description**

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

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**Ticket: # 1317646 - CIPA compliance at a school****Date:** 11/16/2016 3:32:27 PM**City/State/Zip:** Oakley, Illinois 62501**Company Complaining About:** Frontier Communications

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**Description**

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

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**Ticket: # 1318543 - Email Restriction - Net Neutrality Violation**

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

**City/State/Zip:** Bedford, Massachusetts 01730

**Company Complaining About:** Verizon

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**Description**

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

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

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

**City/State/Zip:** North Easton, Massachusetts 02356

**Company Complaining About:** Verizon

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## **Description**

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

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**Ticket: # 1318951 - verizon email policy**

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

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

**Company Complaining About:** Verizon

---

## **Description**

sent email returns w/ following server error:

(reason: 550 5.7.1 From address not allowed)

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

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

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

one thread at verizon:

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

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[Ticket: # 1319104 - schoolwork](#)

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

**City/State/Zip:** Dallas, Texas 75001

**Company Complaining About:** Comcast

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## **Description**

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

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**Ticket: # 1319615 - Verizon Fios**

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

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

**Company Complaining About:** Verizon

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**Description**

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

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



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

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

**City/State/Zip:** Arlington, Massachusetts 02474

**Company Complaining About:** Verizon

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## **Description**

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

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

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

**City/State/Zip:** Phoenix, Maryland 21131

**Company Complaining About:** Verizon

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## **Description**

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

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

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

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

**City/State/Zip:** Milton, Delaware 19968

**Company Complaining About:** Comcast

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## **Description**

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

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**Ticket: # 1321864 - AT&T/Directv Merger**

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

**City/State/Zip:** Altamonte Springs, Florida 32701

**Company Complaining About:** Centurylink

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## **Description**

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

---

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

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

**City/State/Zip:** Fresno, California 93706

**Company Complaining About:** Fresno.craigslist.org

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**Description**

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

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

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**Ticket: # 1323209 - Net neutrality**

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

**City/State/Zip:** Milan, Michigan 48160

**Company Complaining About:** Comcast

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## **Description**

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

Thank you

(b) (6)

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

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

**City/State/Zip:** Springfield, Missouri 65804

**Company Complaining About:** Mediacom

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## **Description**

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

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

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

**City/State/Zip:** Fresno, California 93706

**Company Complaining About:** Fresno.craigslist.org

---

## **Description**

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

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

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

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

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

Yours Truly,

(b) (6)

NOTE: THIS E-MAIL MESSAGE IS INTENDED ONLY FOR THE NAMED RECIPIENT(S) ABOVE. IT MAY CONTAIN CONFIDENTIAL INFORMATION THAT IS PRIVILEGED OR THAT CONSTITUTES ATTORNEY WORK PRODUCT. IF YOU ARE NOT THE INTENDED RECIPIENT, YOU ARE HEREBY NOTIFIED THAT ANY DISSEMINATION, DISTRIBUTION, OR COPYING OF THIS E-MAIL AND ANY ATTACHMENT(S) IS STRICTLY PROHIBITED. IF YOU RECEIVE THIS E-MAIL IN ERROR, PLEASE NOTIFY THE SENDER AT (b) (6) OR BY REPLYING TO THIS E-MAIL AND DELETE THE MESSAGE AND ANY ATTACHMENT(S) FROM YOUR SYSTEM. THANK YOU.

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



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

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

**City/State/Zip:** Tionesta, Pennsylvania 16353

**Company Complaining About:** Clarion University, Clarion, Pa

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**Description**

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

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**Ticket: # 1324935 - Microsoft**

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

**City/State/Zip:** Nisakayuna, New York 12309

**Company Complaining About:** Apple

---

## **Description**

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

I returned about an hour later and re-upped - my E-mail page was empty and my Junk, Draft, Sent, Deleted etc., were also gone. There were some "boxes" on other screens titled, Calendar, Appointments etc., but no instructions or other "welcomes". I called their Exec offices, ended up with "Ernest", told him what had happened and that something similar happened to me about 6 weeks before. Where APPLE had acted on my behalf to have Microsoft send me a "Recovery Code". It was sent to my other address and I couldn't make it work. I don't think he understood me, and hung up. Since then I have tried several times to reach someone by "Chat room", but neither "Johnnie O" or "Rosa" entered the "room". I also requested a phone call, that was offered, but no one called.

I let an Apple Rep "Take over" on Sunday, but we hit several snags and "Booker" suggested using their "Geniuses" at the nearby Mall, but yesterday Microsoft cancelled my "account" and that blocks all my options access my E-mails via using my APPLE password. I don't think Microsoft should be able to keep

from using my computer. Thought I'd try you as well as The NYS Atty Gen. I sent an app to them Friday, but haven't heard back. I hope I'm not off-base doing this, but I have a small business that has been crippled by this.

---

[Ticket: # 1325199 - Verizon Prevents Emails with different "FROM" address](#)

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

**City/State/Zip:** Millersville, Maryland 21108

**Company Complaining About:** Verizon

---

## **Description**

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

---

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

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

**City/State/Zip:** New Haven, Connecticut 06511

**Company Complaining About:** Comcast

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### Description

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

(b) (6) :

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

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

Regards,

Charles W. Franz  
National Telecommunications  
and Information Administration  
Office of Policy Coordination  
and Management  
IT Division  
U.S. Department of Commerce  
Room 6888 HCHB  
1401 Constitution Avenue, N.W.  
Washington, D.C. 20230  
O: 202-482-1826  
M: 202-379-6934

Moses Boone <moses.boone@thedoteco.com>  
Nov 9 (13 days ago)

to WebsiteComments

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

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

(b) (6)

Attachments Nov 10 (12 days ago)

to hotline, Jean, WebsiteComments

To whom this may concern,

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

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

Thank you,

Operator #287, Communication Specialist

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

From: (b) (6)

Sent: Thursday, November 10, 2016 9:53 AM

To: WebsiteComments; DOC OIG Hotline

Cc: (b) (6)

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

To whom this may concern,

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

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

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

**City/State/Zip:** Montevallo, Alabama 35115

**Company Complaining About:** Breitbart

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## **Description**

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

---

**Ticket: # 1328911 - Xfinity ps4 hbo go**

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

**City/State/Zip:** Wallingford, Connecticut 06492

**Company Complaining About:** Comcast

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## **Description**

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

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**Ticket: # 1329113 - ESPN blocked**

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

**City/State/Zip:** Bloomingburg, New York 12721

**Company Complaining About:** Frontier Communications

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**Description**

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



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**Ticket: # 1329147 - Comcast Data Cap Block****Date:** 11/26/2016 11:01:54 PM**City/State/Zip:** Houston, Texas 77070**Company Complaining About:** Comcast

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**Description**

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

---

**Ticket: # 1329458 - Banning of free speech**

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

**City/State/Zip:** Novato, California 94947

**Company Complaining About:** Nextdoor.com

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**Description**

FREE SPEECH BANNED:

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

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

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

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

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

Constitution of the United States; amended text

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

Communications Act of 1934

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

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

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

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

(d) EFFECT ON OTHER LAWS

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

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

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

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

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

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

otherwise objectionable, whether or not such material is constitutionally protected; or (B) any action taken to enable or make available to information content providers or others the technical means to restrict access to material described in paragraph (1).

(d) EFFECT ON OTHER LAWS.-- (1) NO EFFECT ON CRIMINAL LAW.--Nothing in this section shall be construed to impair the enforcement of section 223 of this Act, chapter 71 (relating to obscenity) or 110 (relating to sexual exploitation of children) of title 18, United States Code, or any other Federal criminal statute. (2) NO EFFECT ON INTELLECTUAL PROPERTY LAW.--Nothing in this section shall be construed to limit or expand any law pertaining to intellectual property. (3) STATE LAW.--Nothing in this section shall be construed to prevent any State from enforcing any State law that is consistent with this section. No cause of action may be brought and no liability may be imposed under any State or local law that is inconsistent with this section. (4) NO EFFECT ON COMMUNICATIONS PRIVACY LAW.--Nothing in this section shall be construed to limit the application of the Electronic Communications Privacy Act of 1986 or any of the amendments made by such Act, or any similar State law.

(e) DEFINITIONS.--As used in this section: (1) INTERNET.--The term "Internet" means the international computer network of both Federal and non-Federal interoperable packet switched data networks. (2) INTERACTIVE COMPUTER SERVICE.--The term "interactive computer service" means any information service, system, or access software provider that provides or enables computer access by multiple users to a computer server, including specifically a service or system that provides access to the Internet and such systems operated or services offered

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**Ticket: # 1330043 - Facebook un-necessary blocking and not be able to log in.**

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

**City/State/Zip:** Greenwich, Connecticut 06831

**Company Complaining About:** Cablevision

---

## **Description**

Facebook is telling me this:

Secure Your Account

(b) (6), we think your computer is infected with malware, and it's spreading spam through your Facebook account. We'll walk you through a few steps to explain more and scan your computer for malware.

1

Learn about malware

2

Download malware scanner

3

Run scanner

4

Login

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

---

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

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

**City/State/Zip:** Cameron Park, California 95682

**Company Complaining About:** AT&T

---

## **Description**

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

---

**Ticket: # 1330903 - locked out of email address first google and now yahoo.**

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

**City/State/Zip:** Pine Bluff, Arkansas 71601

**Company Complaining About:** Yahoo

---

## **Description**

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

---

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

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

**City/State/Zip:** Knoxville, Tennessee 37917

**Company Complaining About:** Comcast

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## **Description**

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



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**Ticket: # 1331600 - Verizon SMTP Process Change**

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

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

**Company Complaining About:** Verizon

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**Description**

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

---

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

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

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

**Company Complaining About:** Comcast

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## **Description**

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

---

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

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

**City/State/Zip:** Wausau, Wisconsin 54401

**Company Complaining About:** Cricket

---

## **Description**

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

---

[Ticket: # 1337236 - Error](#)

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

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

**Company Complaining About:** Cable One

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## **Description**

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

---

**Ticket: # 1337678 - E-mails missing and blockedk**

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

**City/State/Zip:** Sykesville, Maryland 21784

**Company Complaining About:** Comcast

---

## **Description**

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

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

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

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

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**Ticket: # 1338200 - Trump - Internet**

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

**City/State/Zip:** Homer, Alaska 99603

**Company Complaining About:** President Elect

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## **Description**

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

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

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

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

**City/State/Zip:** Malibu, California 90265

**Company Complaining About:** Frontier Communications

---

## **Description**

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

---

**Ticket: # 1344185 - Internet fees for specific uses**

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

**City/State/Zip:** Oxford, Mississippi 38655

**Company Complaining About:** Cspire

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**Description**

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

[http://www.cspire.net/shop\\_and\\_learn/plans/what\\_is\\_streaming.jsp](http://www.cspire.net/shop_and_learn/plans/what_is_streaming.jsp)



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

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

**City/State/Zip:** Kannapolis, North Carolina 28081

**Company Complaining About:** Time Warner

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## **Description**

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

---

**Ticket: # 1344809 - Viewing of Vulgar personal network names**

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

**City/State/Zip:** Dillsburg, Pennsylvania 17019

**Company Complaining About:** Comcast

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**Description**

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

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

---

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

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

**City/State/Zip:** Brownsburg, Indiana 46112

**Company Complaining About:** Indianamat.com

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## **Description**

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

---

**Ticket: # 1345784 - Internet Contract with Apartment Complex**

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

**City/State/Zip:** Ogden, Utah 84401

**Company Complaining About:** Fastel

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**Description**

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

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

---

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

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

**City/State/Zip:** Beaver Dam, Wisconsin 53916

**Company Complaining About:** AT&T

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## **Description**

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

---

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

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

**City/State/Zip:** Brandon, Mississippi 39047

**Company Complaining About:** Facebook, Inc

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## **Description**

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

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

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

**City/State/Zip:** Glendora, New Jersey 08029

**Company Complaining About:** Sprint

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## **Description**

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

---

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

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

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

**Company Complaining About:** Verizon

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**Description**

Hi,

Please refer to the ticket 31240475.

My issue is not yet fully resolved.

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

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

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

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



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[Ticket: # 1349848 - Internet](#)

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

**City/State/Zip:** Candler, North Carolina 28715

**Company Complaining About:** Charter

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## **Description**

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

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

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

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

**Company Complaining About:** Verizon

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**Description**

Hi,

Please refer to the ticket 31240475.

My issue is not yet fully resolved.

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

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

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

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



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**Ticket: # 1357034 - CenturyLink Restricting Internet Websites**

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

**City/State/Zip:** Potosi, Missouri 63664

**Company Complaining About:** Centurylink

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**Description**

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

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

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[Ticket: # 1362948 - spam](#)

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

**City/State/Zip:** Independence, Missouri 64057

**Company Complaining About:** Comcast

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## **Description**

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

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

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

**City/State/Zip:** Alliance, Ohio 44601

**Company Complaining About:** Comcast

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## **Description**

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

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

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

**City/State/Zip:** Rockville, Maryland 20852

**Company Complaining About:** Comcast

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## **Description**

Hello!

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

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

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

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

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

Thanks!

(b) (6)



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**Ticket: # 1366905 - Instagram Harassment of Small Business**

**Date:** 12/25/2016 6:14:29 PM

**City/State/Zip:** Santa Ana, California 92705

**Company Complaining About:** Facebook

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**Description**

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

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**Ticket: # 1367099 - Wifi jamming**

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

**City/State/Zip:** Pittsfield, Massachusetts 01201

**Company Complaining About:** Sprint

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## **Description**

(b) (6) are jamming the wifi I have audio tooth implant there harassing me with all night and day with constant talking

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**Ticket: # 1368590 - internet**

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

**City/State/Zip:** Mcallen, Texas 78541

**Company Complaining About:** Cricket

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## **Description**

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

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

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

**City/State/Zip:** Chipley, Florida 32428

**Company Complaining About:** AT&T

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## Description

(b) (6)

Chipley,fl 32428

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

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

**City/State/Zip:** Bossier City, Louisiana 71111

**Company Complaining About:** Sudden Link

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**Description**

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

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

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

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**Ticket: # 1377600 - ATT violations****Date:** 1/3/2017 3:29:16 PM**City/State/Zip:** Chapel Hill, North Carolina 27514**Company Complaining About:** AT&T

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**Description**

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

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

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

**City/State/Zip:** Spokane, Washington 99207

**Company Complaining About:** Spokane Public Schools

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## **Description**

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

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

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

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**Description**

Hello,

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



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**Ticket: # 1386199 - Website Blocked**

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

**City/State/Zip:** Maryville, Tennessee 37801

**Company Complaining About:** Charter

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**Description**

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

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

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**Ticket: # 1387466 - 1 Canal St, Boston MA - Only allows Comcast Internet**

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

**City/State/Zip:** Boston, Massachusetts 02114

**Company Complaining About:** Comcast

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## **Description**

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

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

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

**City/State/Zip:** Chickasha, Oklahoma 73018

**Company Complaining About:** Sudden Link

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## **Description**

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

Thank you for your time and consideration.

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

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**Description**

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

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**Ticket: # 1392877 - Comcast Fails to Deliver Email to One Particular, Valid Email Address**

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

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

**Company Complaining About:** Comcast

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**Description**

Use iMac and Apple Mail. Comcast delivers to all my correspondents except one: smaley@paramountcommunication.com Numerous complaints have been make. Several "CR" numbers assigned to this problem, but no action. The attachment is what Comcast's server sends back to me. Please help!

---

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

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**Description**

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

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

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

**City/State/Zip:** Moorpark, California 93021

**Company Complaining About:** Not Shure

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## **Description**

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

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[Ticket: # 1398057 - Facebook](#)

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

**City/State/Zip:** Portsmouth, Virginia 23701

**Company Complaining About:** T Mobile

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## **Description**

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



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

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

**City/State/Zip:** Blacksburg, Virginia 24060

**Company Complaining About:** Wargaming America Inc.

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**Description**

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

Link to their EULA

[http://worldoftanks.com/en/content/docs/user\\_agreement/](http://worldoftanks.com/en/content/docs/user_agreement/)

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**Ticket: # 1398580 - inbound port blocking**

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

**City/State/Zip:** Sherman, Texas 75090

**Company Complaining About:** Cable One

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**Description**

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

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[Ticket: # 1404389 - state](#)

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

**City/State/Zip:** Northridge, California 91326

**Company Complaining About:** AT&T

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## **Description**

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

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

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

**City/State/Zip:** Montgomery, Alabama 36117

**Company Complaining About:** Verizon Wireless

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### **Description**

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

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

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

**City/State/Zip:** Fountain Valley, California 92708

**Company Complaining About:** Time Warner

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## **Description**

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

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

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

**City/State/Zip:** Queens, New York 11355

**Company Complaining About:** Time Warner

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## **Description**

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

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

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

**City/State/Zip:** Centralia, Washington 98531

**Company Complaining About:** Comcast

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## **Description**

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

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

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

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

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

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

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

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**Ticket: # 1412579 - Face Book Home Page Problem**

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

**City/State/Zip:** Enfield, Connecticut 06082

**Company Complaining About:** Face Book

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**Description**

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