
Ticket: # 336180 - SPAM from Courier Journal

Date: 6/12/2015 2:28:54 AM

City/State/Zip: Santa Barbara, California 93111

Company Complaining About: Courier Journal

Description

The Courier Journal continues to send me unsolicited email. I never signed up for there services. I selected the opt-out option from all future emails on April 16, 2015. I then received email from them on April 23rd, April 29, and May 6th. I submitted a second opt-out request as provided in the email on May 8th.

I received yet more email from them on May 27th. I emailed customercare@courier-journal.com and requested removal from all emails.

I received more email (attached) from them on June 11th.

They have failed to honor my multiple request to opt-out. I will again opt-out and email them.

The Courier-Journal
525 W. Broadway
Louisville, KY 40202
1-866-655-4321

Ticket: # 336836 - Fraudulent phone call

Date: 6/12/2015 12:36:59 PM

City/State/Zip: Marion, Indiana 46953

Company Complaining About: Microsoft Certified Technician

Description

I received a phone call today from a guy purporting to be a Microsoft Certified Technician. I told him that I am a tech as well, if I can't fix it, he will. Is aw that he was calling from GA 404-894-8286. When dialed that number gives you a message stating that this is the University of Georgia, and that this number was hacked somehow. She then went on to explain that a complaint should be filed with FCC. I have attached the call as well.

Ticket: # 336971 - Publishing of an unlisted telephone number and other personal information

Date: 6/12/2015 1:13:02 PM

City/State/Zip: Federal Way, Washington 98023

Company Complaining About: Whitepages.com (there More Than Likely Are Others)

Description

Whitepages.com has acquired several pieces of personal information which includes: my home address along with a map/satellite viewing feature/my approximate age/my full name and my unlisted telephone number. I consider this an extreme breach of my PII. I contacted Comcast (my phone/internet/cable) provider and they told me that while I pay them (\$2.50/month) to keep my phone landline phone unlisted- there are websites that gather information from "other" sources and publish that information on the internet. Comcast claims to have no control over my situation. Are there no restrictions from commercial websites disclosing personal identifiable information- or are we all just fish in a barrel that can be subjected to invasion of privacy at someone else's whim? I find this most disturbing. Look for yourself on this particular website: whitepages.com. Enter my name (b) (6) and Federal Way, WA. The information available to anyone that knows just a few bits of information about a person is unbelievable. NOTE- I have provided my home telephone number in this complaint (below) and would request that you respect the fact that the number is unlisted- for any good that appears to do for me.

Ticket: # 445951 - Spam text

Date: 8/4/2015 9:57:54 AM

City/State/Zip: New York, New York 10003

Company Complaining About: Google Voice

Description

I received a Spam text message sent from 1-209-822-2590 to my phone number (b) (6)

Ticket: # 446219 - Lend Club SPAM

Date: 8/4/2015 11:14:14 AM

City/State/Zip: Santa Ana, California 92707

Company Complaining About: Lending Club

Description

Lending Club sends emails with no way to opt-out.

Ticket: # 446328 - Business identity theft

Date: 8/4/2015 11:47:12 AM

City/State/Zip: North Olmsted, Ohio 44070

Company Complaining About: Bizapedia.com

Description

I registerd my business name with the State Of Secretaries Office. Someone placed my business information on the web site BIZAPEDIA.COM I THINK to cause Identity theft. There is also a FEE that is paid on this site to collect information on my business. Alert the authorities to stop and have my business information taken off of this web site.

Ticket: # 447126 - Text Message Violation

Date: 8/4/2015 2:51:34 PM

City/State/Zip: Houston, Texas 77030

Company Complaining About: AT&T

Description

Fantasy Island has been sending unsolicited sexual explicit text messages to my pager number, (b) [REDACTED]. I have been awoken late at night for the last month or so. Please stop this business from sending SMS messages to my pager number. The originator's number: 323-422-0697. (6)

Ticket: # 447133 - Major Internet Spammer

Date: 8/4/2015 2:52:42 PM

City/State/Zip: Buffalo, New York 14202

Company Complaining About: This Is About A Spammer

Description

I have tried to have this major spammer delete my email addresses at least 75 times over the last 60 days, but he keeps selling my email address to new companies and won't stop.

He operates out of a UPS Store, at 5400 Johnson Drive, PO Box 270, Mission, Kansas 66205. I called the UPS store and the seemed no to care.

My email addresses are (b) (6)




Ticket: # 447185 - Unwanted advertisers - EMAIL

Date: 8/4/2015 3:04:15 PM

City/State/Zip: Amston, Connecticut 06231

Company Complaining About: Comcast

Description

This is an issue with advertisers on EMAIL not an INTERNET ISSUES

I have tried numerous times to UNSUBSCRIBE to Welcome to the <http://itchenjoy.net> -- unsubscribe page. They are advertising Walk-in Tubs. The same for decenture.net

I have tried listing them as spam but to no avail

They say I will be off the list in 24hrs but this has not happened even after repeated requests

Ticket: # 447464 - Cell phone scam

Date: 8/4/2015 4:15:08 PM

City/State/Zip: Manlius, New York 13104

Company Complaining About: Tracfone

Description

At 3:11 PM EST on 8/4/2015 I got the following text message on my Tracfone " Dear AT&T customer, your account has been suspended for verification. Go to <http://myatthelpmobility.com/> to activate your account." This message was from the following number 18083431922. I tried my phone and it worked fine. Also AT&T is not my provider of service. The file seemed to be a movie file which is also suspicious. I deleted the file and all seems to be good with my Tracfone. I am sure this is some sort of scam.

Ticket: # 447489 - Corvettes being at well below market price

Date: 8/4/2015 4:20:39 PM

City/State/Zip: Lacey, Washington 98516

Company Complaining About: Comcast

Description

Searched site carsforsale.com last Saturday, searched for 04 through 06 corvettes. There were a few very low cost vehicles, they included pictures of the vehicles, was able to obtain VIN numbers for 2 different corvettes through the above website. 06 Vette 1G1YY26U965124967 and the 04 1GYY22G145105102, these were being listed in Marietta GA, at a dealership called Quality Auto Solutions, LLC, the same vehicles and more corvettes are now being advertised on the same website, but they have now moved on to a place(don't recall the name) in Mass. on Sun and G's Automotive in Nashville TN yesterday. The cars only appear for a few hours on each site and then disappear, the prices and mileage will vary on each site, but the pictures are the same.

I tried to obtain information regarding the VIN number on a 06 vette and the price offered, I received text messages from the following:

2482203483 - I posted the car for a friend. for more info, details, questions and pics, please contact her at (b) (6).

The 2nd text confirmed a VIN number of an 04 Corvette with Texas personalized plate of PEP, that number is 6059888939.

I did not purchase anything, however, I am concerned that my email address and cell phone number are in the hands of these individuals, and my computer may be compromised, which includes my on-line banking information.

The "posters" have obtained the pictures of the cars, and obtained VIN numbers, based upon the price requested, usually in the \$3,000 to \$4,000 range for these vehicles, it is apparent that this posting does not involve a car that the individuals are in possession of.

They are sophisticated enough to create fake "pictures" of the dealerships, went through the "dealers" website yesterday, and compared to google maps today, there is a large billboard in one version "fake" and no billboard in the other, I did look at 8 years worth of pictures on the google map version today.

My concern is that the individuals are selling vehicles, or supposedly selling vehicles at extraordinarily low prices, without knowledge of the actual owners of the vehicles; I am assuming that they don't have actual titles, but may be able to create them to carry out the "scam" for any potential buyer.

I have 2 emails from carsforsale.com where I obtained the VIN numbers if that is helpful

I am assuming that the

[Ticket: # 447592 - Hanley Wood Media, Inc.](#)

Date: 8/4/2015 4:45:16 PM

City/State/Zip: Lively, Virginia 22507

Company Complaining About: Hanley Wood Media, Inc.

Description

This sender continues to send marketing e-mails to me daily despite my continuing to unsubscribe - daily - via their provided link. The emails are sent from "builderpulse@hw-residentialconstruction.com."

[Ticket: # 447615 - Suspicious ISP, Host, and email activity](#)

Date: 8/4/2015 4:54:38 PM

City/State/Zip: Somerville, New Jersey 08876

Company Complaining About: Boost Mobile

Description

Suspicious activity with ISP and Host. Suspect ID theft, and shadow or parallel computing. Smear campaigning etc. Please help to restore my internet integrity.

Ticket: # 447645 - Agora Ministries San Antonio Text Message SPAM

Date: 8/4/2015 5:06:22 PM

City/State/Zip: Houston, Texas 77009

Company Complaining About: Agora Ministries - San Antonio

Description

Hello. I have contacted Agora Ministries via phone, via text, via voicemails, etc. I have asked at least a dozen times to be removed from their text messaging spam/updates. Their caller id goes to a phone company error message. It's most likely an auto-dialer. How can I make it stop?

[Ticket: # 1298648 - democrats.org signed me up against my will and offers no unsubscribe](#)

Date: 11/2/2016 2:00:52 PM

City/State/Zip: Scottsdale, Arizona 85255

Company Complaining About: Other

Description

I filed a complaint with the organization and, in return, have received an onslaught of unsolicited e-mails requesting donations. At the bottom of the e-mails is a link to change e-mail options (There is no "unsubscribe" option). However, this link is a bait and switch taking the victim to a donation page. No unsubscribe option can be offered.

Please make them stop. I was disgusted by them before, but my disgust is quickly turning to visceral hatred.

Ticket: # 1298726 - Receiving confidential e-mails intended for other subscribers.

Date: 11/2/2016 2:30:32 PM

City/State/Zip: Austin, Texas 78746-7920

Company Complaining About: AT&T

Description

The consumer has a continuing e-mail issue with AT&T as his internet provider. For the last 7 or 8 years, the consumer has been receiving e-mails, from AT&T, that should only be sent to other subscribers. These messages contain account information, names, addresses, etc. With the information that he has been sent, he can build dossiers on individual subscribers. The consumer has told AT&T many times that this is occurring, yet the problem continues. If this much information is being sent to him, how many other subscribers may be receiving this same type of information? And would they be using the information improperly? This is a breach of privacy by AT&T. It is also a FTC violation, PER e-mail that is sent.

This issue predates his current address. It was also occurring when he lived Dallas, TX. At that time, he lived a mile from AT&T CEO Randall Stevenson. The concern actually goes back to the era where Ed Whittaker was AT&T's CEO. The consumer had a scheduled appointment with Mr Whittaker (of Southwestern Bell) in San Antonio, because they thought he was representing his employer. When they realized that he wanted an appointment to talk about his residential service, he was denied an appointment. The consumer then sent three cds of information - for that, the company gave him three years of free service. And yet the e-mails continue to this day.

AT&T admits that the information is coming from them. In the past, they have asked the consumer to help them with this issue. The consumer has work experience in corporate information security (at Bank of Americ - he is a CISSP), and was able to track the messages back to AT&T through message headers, to get to top level domain providers. In about 2006, 'Eric' at AT&T asked the consumer to send what he was receiving to them. After 90 e-mails, AT&T's system started kicking them back, cataloged them as spam, and would not accept them. In 2016, he has sent AT&T hundreds of these e-mails back, for the review of the situation. AT&T has asked for him to help them, but this is not his job to help them with their system. The consumer is retired, and dealing with health issues. When he has service outages, he is unable to call for emergency assistance.

The consumer has spoken with AT&T's Office of the President. That office assigned him Hector Gonzales, in San Antonio, as a case manager. At one point, Hector told the consumer, "If you don't like our service, just go somewhere else." On another occasion, when the consumer was having internet problems, Hector sent a technician to his home. That technician said that there were no problems. The next day, a second team came to his home, and technician Nicholas worked on the problem for over an hour until the problem was fixed. The consumer feels that Hector is not being truthful with him for some reason. Because of these previous encounters, the consumer would like to have someone other than Hector review this situation. Other employees have been wonderful to work with.

Today, 11/2/16, the consumer opened a new case on this issue with AT&T, and was assigned # TX1628086. The consumer would like for this situation to be resolved so that he, and potential other customers, are not receiving the private information of other AT&T customers. Because the

consumer has chronic pain, and has a difficult time sleeping, he asks that if someone needs to contact him by telephone, that they please call at or after 2 pm Central time. Please do not have a computer VRU contact him - that results in an overwhelming amount of unnecessary phone calls.

Thank you for your review of this serious situation relating to very private, consumer information.
(phone - CAMS 29)

Ticket: # 1327878 - ToysRUs is a criminal Email Spammer

Date: 11/25/2016 1:39:34 PM

City/State/Zip: Hagerstown, Maryland 21740

Company Complaining About: Verizon

Description

This is a formal complaint to add ToysRUs to the list of offensive spam mailers. I have repeatedly asked them to stop sending me unsolicited emails. The spam started when I made a purchase in their store in November of 2015 and got their store rewards card. What a huge mistake that was. I have since tried every conceivable method to stop their mailings. They do not seem to have a process for removing yourself from these advertising mailing lists which is a violation of U.S. Federal FCC laws. I have also filed a complaint with them.

I finally opened a support ticket with them and asked them directly to remove my account along with all references to my email address and any tracking information they may have compiled. Below was their answer that this would be done. Instead however they increased the number of spam emails. I am currently receiving at least one per hour, day and night.

Here is the latest sampling: (I deleted many of these, but they still keep coming)

(b) (6)

From: custsupp@toysrus.com [mailto:custsupp@toysrus.com]

Sent: Monday, November 21, 2016 4:03 PM

To: (b) (6)

Subject: Toys R Us Ticket #161121-002800

Hello there, (b) (6)

Thank you for contacting Us about your rewards account. I have escalated this so your rewards account will be closed and I have taken you off our emailing list. We sincerely apologize for any inconvenience—and want to assist you however we can! Here at Toys“R”Us and Babies“R”Us, we want every guest to have a pleasant experience, and we’re disappointed whenever we fall short. Please forgive Us!

In the meantime, if we can offer any further assistance, simply reply to this email or contact Us at one of the numbers below. We’re always happy to help! If you choose to call, please be sure to have the following reference number 161121-002800 ready.

Thanks for shopping with Us! We look forward to seeing you again soon.

Katharine 7607 , Toys“R”Us & Babies“R”Us Customer Service

www.ToysRUs.com (800) ToysRUs / (800) 869-7787

www.BabiesRUs.com (888) BabiesRUs / (888) 222-9787

=====

This email message is for the sole use of the intended recipient(s) and may contain confidential and privileged information. Any unauthorized review, use, disclosure or distribution is prohibited. If you are not the intended recipient, please contact the sender by reply email and destroy all copies of the original message. To reply to our email administrator directly, send an email to EmailAdmin@toysrus.com. Toys "R" Us, Inc.

Ticket: # 1328108 - Data caps and Browser Pop-up Injection

Date: 11/25/2016 5:06:07 PM

City/State/Zip: Schaumburg, Illinois 60173

Company Complaining About: Comcast

Description

Hello,

I have Comcast cable Internet service in Schaumburg, IL. Comcast is the only provider of high speed Internet in my apartment complex. All plans institute a data cap of 1TB/month. To get an "unlimited" plan you must pay \$50/month additional.

With today's increasingly online entertainment, apps, games, etc I feel that this is not instituted to deter abuse but as a cash grab taking advantage of the company's monopoly position in many areas.

However the biggest issue I feel is that data cap warning pop-ups are injected into the websites you visit. You cannot turn off this feature, as I confirmed with customer support. This makes me extremely uncomfortable that they are not only viewing the content we transfer over the Internet, but also modifying it. While they claim these are for our convenience, how can we trust that other content is not being modified in transit?

Thank you,

(b) (6)

[Ticket: # 1328209 - strange email](#)

Date: 11/25/2016 6:34:59 PM

City/State/Zip: Wilmington, Delaware 19805

Company Complaining About: Verizon Wireless

Description

If professional "barristers" sent this email to me, it appears they still have to clear high school graduation. The inherent suggestion is in extremely bad taste, not to mention possibly illegal. If you can trace this I hope it would lead to the restrictions that should be observed.

[Ticket: # 1328281 - Email has been hacked](#)

Date: 11/25/2016 7:57:18 PM

City/State/Zip: Elburn, Illinois 60119

Company Complaining About: Google

Description

The above address was hacked and I am unable to log in. Google is unable to help me close the above account.

Ticket: # 1328486 - Packet Injection by ISP

Date: 11/26/2016 2:53:49 AM

City/State/Zip: Federal Way, Washington 98023

Company Complaining About: Comcast

Description

I was delivered a message via a popup in my web browser on a non-Comcast (My ISP) associated site discussing my data cap limits. I am concerned as a Network professional myself, that tampering, adding to, and/or monitoring of the content I requested by my ISP is not very ethical. When this technique is used by malicious parties this would be called a man-in-the middle attack and I am quite alarmed to be delivered content I did not request from my ISP.

[Ticket: # 1328502 - :telephone hacked via bluetooth samsung galaxy prime 7346 bluetooth external sd usb to pc running linux](#)

Date: 11/26/2016 3:24:28 AM

City/State/Zip: Tonopah, Arizona 85354

Company Complaining About: Boost Mobile

Description

Need help with tracking hacker

Cannot access even phone emergency sometimes

[Ticket: # 1328504 - :telephone hacked via bluetooth samsung galaxy prime 7346 bluetooth external sd usb to pc running linux](#)

Date: 11/26/2016 3:24:53 AM

City/State/Zip: Tonopah, Arizona 85354

Company Complaining About: Boost Mobile

Description

Need help with tracking hacker

Cannot access even phone emergency sometimes

[Ticket: # 1328509 - :telephone hacked via bluetooth samsung galaxy prime 7346 bluetooth external sd usb to pc running linux](#)

Date: 11/26/2016 3:27:46 AM

City/State/Zip: Tonopah, Arizona 85354

Company Complaining About: Boost Mobile

Description

Help

Ticket: # 1328685 - Facebook

Date: 11/26/2016 12:45:24 PM

City/State/Zip: Lilburn, Georgia 30047

Company Complaining About: Facebook

Description

After 7 years of using Facebook suddenly I am being asked to provide information that violates my privacy. They are requesting my drivers license, birth certificate, passport ID, social security number, credit card info., etc. to be able to continue accessing my account. None of this information is required to post on a community forum. This personal information is not needed and is clearly a violation of my privacy.

[Ticket: # 1328704 - Scan Disk free offer](#)

Date: 11/26/2016 1:05:56 PM

City/State/Zip: New Rochelle, New York 10805

Company Complaining About: Verizon Wireless

Description

I tried a free offer for the program but after they scanned my computer they wanted \$ 39.95 for their program and I removed the trial from my computer and now I have a "ransom" program encrypting all my files. It is obvious to me that they loaded the program in order that buy their program.

Ticket: # 1328760 - Facebook continuously opens accounts for my email address.

Date: 11/26/2016 2:07:34 PM

City/State/Zip: Warren, Michigan 48091

Company Complaining About: Comcast

Description

I have had facebook, multiple times delete an account that is tied to my outlook mail account. I have never created a facebook account for that email address I never will and especially not in French which is what I always see in facebook notifications. I now find it impossible to create a request within facebook to delete the account as it seems they no longer offer the option. I should not be continuously harassed by French facebook messages. Facebook should NEVER let someone create an account with someone else's email address. I should not have to continuously ask them to delete it.

If this is the wrong place to send this I am sorry, but I do not know where else to send this.

Ticket: # 1328778 - I have a unwanted call.

Date: 11/26/2016 2:32:59 PM

City/State/Zip: Wappingers Falls, New York 12590

Company Complaining About: I Do Not Know The Company Name.

Description

Dear Sir or Madam,hello my name is (b) (6).The reason why I,am writing to you because,I always get this unwanted call morning and night .Could you please help me and the phone number is

(b) (6)

Ticket: # 1328843 - Data Privacy/Security**Date:** 11/26/2016 3:55:50 PM**City/State/Zip:** Brentwood, Tennessee 37027**Company Complaining About:** Apple

Description

Myself and several people I know are experiencing privacy breaches. My Iphone will be around, but not being used, and Apple is somehow able to pick up words from my microphone even though I am not using my phone. Those words will then be the subject of advertisements I subsequently see on Facebook. For example, I was having a conversation about renovating my back patio and my phone was in the room but not being used. I then start to see ads for renovating a back patio on Facebook, but I never used my phone or ever searched that topic before with my phone. I'm also experiencing situations where I receive ads based on conversations I'm having while using FaceTime. I wanted to know if this was a breach of my data privacy, or what I can do to preclude Apple from accessing my microphone, listening to my conversations, and then selling the data for advertising purposes on social media.

Ticket: # 1328884 - Re: Request received: Unwanted emails from Verizon even after they've been asked not to contact me, they are also emailing me a customers emails

Date: 11/26/2016 4:56:59 PM

City/State/Zip: Bodenham, Alaska 99501

Company Complaining About: Verizon

Description

This is a follow-up to your previous request #1193113 "Unwanted emails from Verizo..."

I'm still awaiting a resolution to this problem. Verizon have made no attempt to stop sending me unsolicited emails and I have yet to hear sa response from yourselves?

[Ticket: # 1328908 - internet service](#)

Date: 11/26/2016 5:29:25 PM

City/State/Zip: Atlanta, Georgia 30306

Company Complaining About: Comcast

Description

Unauthorized interception/reception of internet services. My internet services from Comcast/Xfinity are and has been intentionally intercepted, blocking access to paid monthly services.

Ticket: # 1329032 - Misuse of my email

Date: 11/26/2016 8:22:15 PM

City/State/Zip: Highland Village, Texas 75077

Company Complaining About: Gmail

Description

To whom it may concern,

The above email, (b) (6), is in fact my email, however, lately someone online has been using my email as their own for online purchases. I end up receiving this person's receipts for their purchases which include their name and address. I have contacted one of the companies who dealt with removing my email from their database, but not the other company yet. I have also tried to reach out to her and let her know, but she doesn't respond.

Ticket: # 1329380 - Cyberstalking/Deliberate Computer Damage

Date: 11/27/2016 1:37:07 PM

City/State/Zip: Kapolei, Hawaii 96707

Company Complaining About: Hawaii

Description

Since July 2016 I have been stalked by agents of the US Army to stop my communication with three other individuals to expose federal crimes. To date, the cyber criminals have destroyed 11 of my personal computers over \$17,000. I have spent nearly \$10,000 paid to computer technicians trying to regain secure online access. My online small business has been decimated. I estimate I have lost nearly \$20,000 profit. Each time the cyber criminals have returned' to remotely accessed my network, and rendered replacement computers useless but installing applications to disable or erase hard drives or kill power to a computer. This has happened even when I've disconnected the Ethernet cable and disabled the Wi-Fi connection in my computer. Listetening devices have been placed in my home and automobiles. My cellphones have been wiretapped, audio and texts have been blocked, and emails intercepted and deleted. My means of correspondence is limited to my 4th replacement iPhone as long as it lasts if not illegally accessed too and rendered useless.

Ticket: # 1329664 - Computer Hack and Scam

Date: 11/27/2016 7:42:37 PM

City/State/Zip: Hagerstown, Maryland 21742

Company Complaining About: Antietam Cable

Description

November 26, 2016 3:38pm

My father had a message pop up while he was on the internet saying

****YOUR COMPUTER HAS BEEN BLOCKED****

Error # 268D3

Please call us immediately at: 1-877-649-6196

Do not ignore this critical alert.

If you close this page, your computer access will be disabled to prevent further damage to our network.

Your computer has alerted us that it has been infected with a virus and spyware. The following information is

>Facebook Login

>Credit Card Details

>Email Account Login

>Photos stored on this computer.

You must contact us immediately so that our engineers can walk you through the removal process over the phone. Please call us within the next 5 minutes to prevent your computer..

Toll Free: 1-877-649-6196

Unfortunately my Dad called them and gave them his bank debit card information , which he neglected to tell Mom and I until late evening. He also wanted my computer password to give them access to my computer. I gave it to Dad then called him and told him NOT to give them the password and to hung up the phone. When I got home he told me that he was told that they could access my computer without my password.

11/27/2016 1:11pm

I received a phone call from 1-866-318-7115

The lady on the phone wished to speak to my Dad regarding the password for the computer so they may access the computer to repair it. I informed her that he did not have the authority to allow them access to my computer and I would not give her the password, even though they had already accessed it. She would not quite with wanting the info so I told her that I am reporting them and that I was done and hung up.

Ticket: # 1329744 - Unwanted Email

Date: 11/27/2016 9:29:36 PM

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

Company Complaining About: Connecting Singles.com

Description

I received email notifications from a dating site I signed up for last year and later canceled my profile and today I recently received another email.

[Ticket: # 1329937 - harassment and deception](#)

Date: 11/28/2016 8:24:48 AM

City/State/Zip: Fairfax, Virginia 22031

Company Complaining About: We Assist 247

Description

alarm set off on computer for virus attack. connected to company who said they were MICROSOFT employees and contractors to fix problem with virus by downloading a program for a fee.. unable to turn off alarm or use computer until after purchase of 'protection' plan from them who turned out to be a private company or maybe even phishing scammers not affiliated with microsoft.

Ticket: # 1330074 - failure to provide unsubscribe option

Date: 11/28/2016 11:20:23 AM

City/State/Zip: Watertown, Massachusetts 02472

Company Complaining About: Comcast

Description

I have been receiving "CNN breaking news" popups on my computer. I did not request or authorize these popups. They are not appearing through my browser. They are not emails or phone calls. They appear directly on my computer. I have no idea how this is being done or how to stop it. The CNN website does not provide any method to unsubscribe from these popups. The only option is to provide a comment on "cnn.com/feedback". I have had no response to messages requesting that these popups be discontinued. There is no way to talk to a person at CNN or leave a phone message. I think that whatever technology is being used to do this should be prohibited by the FCC since there is no way for consumers to block this. Until, and if, that is done I think CNN should be required to provide a method to unsubscribe from these popups.

This complaint is against CNN not my internet provider.

**Ticket: # 1330611 - PHAROS IN USE AT MD COUNTY LIBRARY COMPUTER
MCLAB01**

Date: 11/28/2016 3:46:58 PM

City/State/Zip: Clayton, Missouri 63105

Company Complaining About: AT&T

Description

PLEASE OPEN GATEWAY AT MID COUNTY LIBRARY COMUTER MCLAB01 LOCATED AT MARYLAND AVENUE AND CENTRAL AVENUE IN CLAYTON, MO 63105...

[Ticket: # 1330751 - The hacking is still occurring](#)

Date: 11/28/2016 4:38:55 PM

City/State/Zip: Pittsburg, Kansas 66762

Company Complaining About: Cox

Description

I am still experiencing the hacking of my computers. I have some data proving the fact, but I can't attach the files to this complaint. I tried many times! I will print them and mail the copies to the F.C.C. Please advise me whom to mail the logs and screenshots to please. Thank you.

[Ticket: # 1331086 - My Cox Internet has been hacked into.](#)

Date: 11/28/2016 7:36:51 PM

City/State/Zip: Las Vegas, Nevada 89117

Company Complaining About: Cox

Description

On several occasions when I signed into my ox Webmail, I noticed that some of my folders had some type of coding and an X, where the name of the folder is. At first thought that it was a problem with Cox Internet Service, so I called Cox Internet Support. They told me that by the sound of it, it was more likely that my Webmail had been hacked into, due to the fact that my personal folders (income tax, legal information) had been gotten into.

Ticket: # 1331230 - I CAN'T SHARE FROM THIS

LNK...<https://www.facebook.com/dora.owens.3/posts/1159030164173585>

Date: 11/28/2016 9:56:50 PM

City/State/Zip: Clayton, Missouri 63105

Company Complaining About: AT&T

Description

I GET THE ERROR IN THE ATTACHED...

SEE WHY THIS LINK SHOWS WHEN I TRY TO SHARE...MY FACEBOOK

PAGE...https://www.talbots.com/online/browse/product_details.jsp?id=prdi41289&defaultColor=7165

[&N=11348&selectedConcept=&intcmp=20161127_home_row1_NewArrivals](https://www.talbots.com/online/browse/product_details.jsp?id=prdi41289&defaultColor=7165&N=11348&selectedConcept=&intcmp=20161127_home_row1_NewArrivals)

Ticket: # 1331429 - What to do when someone in government is controlling my phone

Date: 11/29/2016 2:33:17 AM

City/State/Zip: San Diego, California 92110

Company Complaining About: Verizon Wireless

Description

I have been dealing with Government Agencies affiliated with DOJ that have Invaded my privacy to the degree of Terrorism. They have taken over my iPhone and delete my mail in front of Me I do not have any control of the way They prevent me from getting to websites that I was searching for, for Health issues. They will not allow the Website from opening or if I file a Complaint to any of the jurisdiction Of whom they work for or their Division They will delete the complaint and freeze my iPhone up. They open up Websites when my phone is not being used a website will just will open and I have not even touched my phone or am not next to it. Who do I get help from They torture me physically also...I have Evidence of Everything that I am stating.

Ticket: # 1331628 - Atlas Public Records

Date: 11/29/2016 10:42:00 AM

City/State/Zip: Chester, Virginia 23831

Company Complaining About: Verizon

Description

My personal private information incl. name, address, home value in my neighborhood, interactive map etc. has been posted on this website with no option to contact the company and opt out! It has been obtained through the means of public court records and I found the information by googling my own name.

Ticket: # 1331712 - Personal Information Attack, Twitter

Date: 11/29/2016 11:39:32 AM

City/State/Zip: Lakewood, Colorado 80214

Company Complaining About: Centurylink

Description

There is a bot account on Twitter that releases the names of every person who donated to Trump. It gives their full name and what town they live in, as well as their donation amount.

I have reported this account to Twitter but see no action taking place on their end. I will post a link to said account in this email.

Thank you and hopefully this can be resolved quickly.

As a side note, I am not positive if my information has been released, as I cannot be totally sure without going through every Tweet the account posts. I'm going to be selecting "no" on the question regarding my personal information.

<https://mobile.twitter.com/EveryTrumpDonor>

Ticket: # 1331953 - Constant Messages from UPSP! Help!

Date: 11/29/2016 1:21:25 PM

City/State/Zip: Gainesville, Georgia 30506

Company Complaining About: Verizon Wireless

Description

I'm getting constant texts from USPS almost 3 times daily saying that I have mail in my PO Box that I haven't had for 2 years! I've tried calling them and no one knows how to stop the texts. I've replied STOP and HELP but nothing will stop these texts.

[Ticket: # 1332254 - privacy](#)

Date: 11/29/2016 3:16:57 PM

City/State/Zip: Sunrise, Florida 33351

Company Complaining About: Comcast

Description

Comcast, when called, reveals the complete address of the caller as a way to confirm that the caller is who he or she says she is. Making a person's complete address available to anyone who has one's phone number is dangerous as it makes one's number and address available to potential wrong doers. It would be better if COMCAST did NOT share this information for any reason.

Ticket: # 1332765 - # Repoter for safety place and the Human reward.(DongHyun, Song)

Date: 11/29/2016 6:47:57 PM

City/State/Zip: Las Vegas, Nevada 89102

Company Complaining About: T Mobile

Description

My name is (b) (6) (Bright Song)

#1. Now is 11/29/2016 14:00 PM
280 S. Green Valley pkwy, Herderson, NY 89102
Green Valley library and Cultural Centre

#2. Now is 14:00PM 11/15/2016 Today
Here is White Pine Country Liblary
(adress : 950 campton St. Elly,NV 89301

I'm never kidding to USA Federal Government
(alway)
When i going to any place (around person
:Man, girl, kid - and so on)
that attacked to me always.
* 07M/11D/2016Y to 11m/15d/2016Y.

The person is Crazy group.
They are bull-shit group and lier group.(24hour)

Use illegal equipment to me(first day ~ today, usa)

My car is Honda Civic (7T****) white color.
C.P is 1 (b) (6)
I exercise 24Hour Fitness and LA Fitness(member)
I have a Social Security Number (card)
I have a old 4 picture(original) about
My grand mother(cousion) a long time ago (1960y)

Repoter for safety place
and the Human reward.((b) (6))

Ticket: # 1332885 - inwarranted sale information to my gmail account but goes straight to my calendar

Date: 11/29/2016 8:28:20 PM

City/State/Zip: Byhalia, Mississippi 38611

Company Complaining About: Comcast

Description

some how I am getting these new messages that show up now for like a month or two on my calendar with my gmail account all advertising sales of various items.

this one today is for NFL jersey sale. My phone has never got stuff like this. I wish it to stop.

Ticket: # 1332917 - Spam

Date: 11/29/2016 8:46:47 PM

City/State/Zip: Tavares, Florida 32778

Company Complaining About: 3yearloans And Online Gym Equipments Deal

Description

I have unsubscribed repeatedly from sites with the following addresses and continue to receive junk email, even more so: 3YearLoans, 7302 East Helm Drive, Suite 1004, Scottsdale, AZ 85260; ONLINE GYM EQUIPMENTS DEAL, 548 Market St., Numb. 91384, San Francisco, CA 94104-5401. The emails come from this email address: smartadv@justnewvision.tech via emarketingd.onmicrosoft.com Anything you can do to stop this would be appreciated.

Ticket: # 1333087 - Fraud and scammers calling my dad night and day my phone no is
(6) [REDACTED] please call to review

Date: 11/29/2016 11:14:26 PM

City/State/Zip: Mayfield Village, Ohio 44143

Company Complaining About: They R Individuals Telling Dad That They R The Fcc

Description

The problem is is that these scammers are so brazen that they called Nitin day to talk to my father about him sending money to them so he can get more money back my father has been very active in doing so I don't know how many times he's gone to the bank and to FedEx or Walmart to deliver money to them via wire transfer or other methods this is hurt my family over and over again we have fought with him constantly to change his mind but he feels that these people are very nice to him and talk to him I believe because he's lonely because my mother has dementia and possibly other problems enabling her to communicate with him I feel very bad for my parents my sister in California has repeatedly tried to talk some sense into my father over the phone and in person when she was here in early November my brother has also tried to talk to common sense to him about what is going on he will not listen I am looking for help to try to stop this downward spiral of my father being taken advantage of by scammers I feel his integrity has been compromised over and over again I hope and pray that there is some kind of way we can stop this madness just tonight I had a blowout with him about what he's doing and he feels of these people are very nice to him and he will continue to deal with them without saying so to me it's very hard to get across to him about that these people are not his friends they just want his money and take a lot of his time and energy to accomplish nothing but give me his money away I am trying to get the phone numbers of these people so I can transfer them to you to see if somehow you can stop this madness I will fill follow up

Ticket: # 1333149 - internet equipment and service**Date:** 11/30/2016 12:52:52 AM**City/State/Zip:** Victorville, California 92395**Company Complaining About:** Charter

Description

My internet equipment has been highjacked by an unknown source believed to be in close proximity to my home. I have not authorized anybody to use my account for internet access or joined any outside networks. This has led to my internet accounts such as google being compromised, as well as my phone calls being intercepted. I feel this is an attack on my privacy and safety of my entire family including my minor children who also reside here, and wish to pursue this issue until the people responsible are prosecuted to the full extent of the law. My internet, cable and phone provider is Charter Spectrum. My router information is as follows:

Cisco model DCP3216

CM MAC BCD16506 16B6

MTA MAC BCD16506 16B8

S/N 275730295

NETGEAR R6300

Smart WiFi Router

Model R6300v2

Serial 44015479A919B

MAC A0639140ED43

Ticket: # 1588118 - Email illegally monitored

Date: 4/26/2017 1:41:43 AM

City/State/Zip: Glendale, Arizona 85310

Company Complaining About: All Internet Providers

Description

My gmail account (b) (6) is being routed through another mail server that i did not set up. I have a complaint filed for my cell phone illegally monitored. The FCC passed this on to t mobile. I contacted tmobile to give them additional information on what is showing on phone and they provided me email to send info to so they can add ti my complain and help them investigete. I emailles them the info and several days later got an error response showing the emails are routing through and stopping at the following

Mail.tcommerce.de217.150.515.93

All my mail is being diltered in and out of my gmail account. In case you need to reference my cell phone complaint it is ticket 1563403

[Ticket: # 1588145 - breeched email subsequent bank breech 7600 taken](#)

Date: 4/26/2017 3:50:10 AM

City/State/Zip: Waianae, Hawaii 96792

Company Complaining About: Charter

Description

In Mar 2017 my spouses email was hacked, unknown to us, then subsequently my bank account was hacked (4) different attacks. 7600 taken- I have account names, bank names and the history. Where or who do I talk to, to file this complaint. The bank is in the middle of it's internal investigation.

[Ticket: # 1588185 - Hacking into govt accounts](#)

Date: 4/26/2017 7:14:13 AM

City/State/Zip: Cuddy, Pennsylvania 15031

Company Complaining About: Comcast

Description

At 2 am April,26,2017 someone hacked into my Duns and Bradstreet account and reset my password. They had my verification authentications somehow. I recieved and e-mail that someone was in my account. This has been going on for the past year.

Ticket: # 1588266 - Illegal billing by Zito Media and recent \$30 returned check charge.

Date: 4/26/2017 9:11:57 AM

City/State/Zip: Grassflat, Pennsylvania 16839

Company Complaining About: Zito Media

Description

Zito has automatically been deducting my monthly bill from my credit card without my approval or permission. This started following my being late for at least one billing cycle. I have asked repeatedly to talk to some one about this issue without a return call. Believing this issue was resolved, I sent in a check payment. They deducted my monthly bill from my account on 3/23/17 resulting in my stopping payment on the check. They attempted to cash my check on 3/25/17 after already taking payment from my credit card and charged me a \$30 fee this month for returned check. I attempted to address the issue with a "Jen" this morning who refused my request.

Ticket: # 1588549 - abusive isp

Date: 4/26/2017 10:56:44 AM

City/State/Zip: Lexington, Missouri 64067

Company Complaining About: Centurylink

Description

on my Resource Monitor was 72.21.91.29 and when I checked it out the various sites reported it as abusive. <https://www.google.com/search?q=72.21.91.29&ie=utf-8&oe=utf-8>

Ticket: # 1589443 - harassment from vudu

Date: 4/26/2017 2:24:23 PM

City/State/Zip: Palm Bay, Florida 32909

Company Complaining About: Vudu

Description

For many years, I have received on harassing emails from VUDU stating that my movies were ready to download. I gave them no authorization to observe what movies I was buying. I also did not set up an account with them or display any desire to download any movies digitally. I contacted Walmart about this problem once before and my problem remained unsolved for years. On April 23rd and April 25th, I continued to receive more harassing emails from VUDU. I immediately contacted the company on April 23rd after I received their harassing email. I warned them that if they send me 1 more email, I will contact the Better Business Bureau, the FTC, and the FCC. They have disregarded my email so I am contacting the aforementioned agencies. The harassment needs to stop. Not just with me, but with everyone. They can't solicit people who did not sign up with them. Because they do not offer an unsubscribe link on the bottom of their harassing emails, they are in clear violation of the CAN-SPAM act, according to the FTC's guidelines that can be seen here: <https://www.ftc.gov/tips-advice/business-center/guidance/can-spam-act-compliance-guide-business>.

Ticket: # 1589605 - Fraud

Date: 4/26/2017 3:00:13 PM

City/State/Zip: South Daytona, Florida 32119

Company Complaining About: AT&T

Description

www.nexthealthsupplies.com is using my personal address as its contact point.

www.namecheap.com is hosting it and they are impossible to contact

[Ticket: # 1590579 - Additional info for ticket 1563403](#)

Date: 4/26/2017 9:31:33 PM

City/State/Zip: Glendale, Arizona 85310

Company Complaining About: All Internet Providers

Description

I tried to reply as instructed to FCC email to add additional info to ticket however my gmail account will not allow me to send an email to FCC. Emails to your organization are being monitored and blocked when i try to send to you so only way is through your form submission. See attached for info that is showing up when trying to send.

[Ticket: # 1590600 - Additional info for ticket 1563403](#)

Date: 4/26/2017 9:37:23 PM

City/State/Zip: Glendale, Arizona 85310

Company Complaining About: All Internet Providers

Description

I tried to reply as instructed to FCC email to add additional info to ticket however my gmail account will not allow me to send an email to FCC. Emails to your organization are being monitored and blocked when i try to send to you so only way is through your form submission. See attached for info that is showing up when trying to send.

[Ticket: # 1590669 - Facebook support fraud/paypal scam/crash computer](#)

Date: 4/26/2017 10:53:12 PM

City/State/Zip: Crosby, Texas 77532

Company Complaining About: Comcast

Description

I called a "facebook" number about a fraudulent charge via paypal from them and i believed he was solving the issue had me log into something so he could view my computer (big mistake obviously) and then claimed to tell me i owed him \$500 to fix someone getting into my ip address and i said no sir you better not be doing. Anything on my computer charging me i do not authorize it and thats when i told him get off my computer and as he did he he also placed a security key i can no longer get into my computer and he hangs up when i call back.

[Ticket: # 1590702 - Re: Re: Illegally traced nj an stalked at home Show an stores. Buy my x step daughters here are the pictures they live in pa katelynn jilliann.bartleson](#)

Date: 4/26/2017 11:35:23 PM

City/State/Zip: Monroe, New Jersey 08831

Company Complaining About: Yahoo. Md5 Hack At&t Channel What On Earth Todaychannel 16 Pa

Description

This is a follow-up to your previous request #1580306 "Re: Illegally traced nj an stalked at home Show an stores. Buy my x step daughters here are the pictures they live in pa katelynn jilliann.bartleson"

Ticket: # 1590722 - Airwave Networks login portal does not use SSL/TLS -- customer email&password sent in cleartext

Date: 4/27/2017 12:10:00 AM

City/State/Zip: Charlottesville, Virginia 22903

Company Complaining About: Airwave Networks

Description

AIRWAVE NETWORKS PRIVACY STATEMENT dated January 4, 2017 states: "When we transmit highly confidential information (such as a credit card number or password) over the Internet, we protect it through the use of encryption, such as the Secure Socket Layer (SSL) protocol."
<http://www.airwave-networks.com/privacy-notice/>

This is false advertising. The login portal (<http://www.airwave-networks.com/privacy-notice/>) has no HTTPS equivalent and does not use SSL/ TLS encryption. I confirmed that my email and password were being sent in clear text over the network. I submitted a ticket and shortly after representative contacted me by phone. He informed me there was nothing he could do and would let his manager know of the issue. This was several weeks ago and I have not heard back since.

Ticket: # 1591510 - Website has not taken name off mailing list

Date: 4/27/2017 11:44:43 AM

City/State/Zip: Elmont, New York 11003

Company Complaining About: Optimum

Description

I have submitted requests apx 6 times over the last 3 weeks to have my email address taken off their list with no result. I called them in Washington state this morning and they are saying it will take an additional 10 days.

Ticket: # 1591742 - Company will not unsubscribe

Date: 4/27/2017 12:37:52 PM

City/State/Zip: Tulsa, Oklahoma 74128

Company Complaining About: Scheallyco.com, A Division Of Grafting Fortitude

Description

RE: scheallyco.com, a division of Grafting Fortitude

I have unsubscribed over a dozen times on different days and cannot get them to remove my email from their lists, which are numerous. I've unsubscribed at both companies.

When I tried to obtain a contact number or email, I found several other complaints against this group regarding the same issue . . . unsubscribe requests are ignored.

Grafting Fortitude shows their mailing address as 159 N Marion St., #177, Oak Park, IL 60301

Ticket: # 1592735 - Please stop satellite communications with potential private sector employers.

Date: 4/27/2017 4:13:50 PM

City/State/Zip: Denver, Colorado 80203

Company Complaining About: Nasa

Description

Can you please refer me to the appropriate documentation (legal or any other place that is relevant) concerned with stopping satellite communications with potential employers. I continue to have difficulty locating employment as a result of incomplete distorted information provided to potential employers from United States Government employees. It seems as if every possible discouraging tactic is utilized to stop private sector employment endeavors. I have no intention of ever being employed by the United States. I am not involved with any US government agency or any mental health field. How can this stop ASAP? Thank you for answering this inquiry. Email address:

(b) (6)

Ticket: # 1593403 - fcc violstions

Date: 4/27/2017 7:51:44 PM

City/State/Zip: Abingdon, Maryland 21009

Company Complaining About: Comcast

Description

I called Comcast today to change my termination of services date that I scheduled last week. I was told I am not an authorized user and couldn't have any information. I had made multiple calls over the previous month and was given information and made changes to the account each time. Based on my conversation today it appears all previous conversations I had with Comcast violated regulations. I am very frustrated that I was unable to reverse changes I had previously made.

Ticket: # 1593535 - email

Date: 4/27/2017 9:41:10 PM

City/State/Zip: Collinsville, Illinois 62234

Company Complaining About: Charter

Description

On the 25th of April, my wife's email stopped working. She could no longer log in. I called Charter Spectrum and reached a customer service rep. They asked me for my security answers and they had all been changed and they told me that account was not associated with someone in Illinois (where we live). Then I became concerned that it wasn't a technical issue and someone had hacked my wife's email account. Her email is linked to all of our bills, our online medical, our children's schools and we have tax information in a saved email folder. She has had the same email for over eleven years. They transferred me to a lead when they could not help. After speaking with them, they said they would send the issue higher and we would get a phone call back that evening (the 25th of April). We never got a call back so on the afternoon of the 26th, I called again. I was told this time that her email had not been active since 2012. She received emails on the 25th. The last one came in at 11:37am and further more, one email was from Charter themselves. it was a summary of a payment made that morning. So how can an account that isn't active get emails every day for all these years? She couldn't answer that, so I was transferred to a lead again. Once again, after explaining it all again, I was told they would find a resolution and return my call later that evening or morning at the latest. It is the 27th and I have never received one call from them. My wife still cannot access her email that she has had for over eleven years and we still have no idea if someone has access to our personal information which would definitely lead this to be a legal issue if that happens. Our ticket number is : 000002474358 and we spoke with an Olivia and then a Carl on the second phone call. It is very disappointing that a company we have had for over a decade can not only fix the issue and get my wife back into her email but cannot return a phone call at all. Very, very disappointing service.

Ticket: # 1593600 - Stalking & Harassment using Radio waves**Date:** 4/27/2017 11:13:34 PM**City/State/Zip:** Zachary, Louisiana 70791**Company Complaining About:** Other

Description

In a recent complaint I stated that the bombardment of my home with radio waves had seemed to stop. Well I was wrong, they are still here. Only a bit more sophisticated. What they are using is less intense but still effective. They are attacking my body causing certain parts to ache, particularly my testicles. Trying to cause impotence. What they are doing to me is criminal. If you cannot stop this, at least give me the sources who can. These people are demented need to be stopped. They also chased me around today in my vehicle causing my testicles to hurt. Please help.

Ticket: # 1593614 - Stalking & Harassment

Date: 4/27/2017 11:47:01 PM

City/State/Zip: Zachary, Louisiana 70791

Company Complaining About: Other

Description

While trying to bowl @ Circle Bowling Lane, 8878 Florida Blvd Baton Rouge La. These demented people decided to harass me by sending signals (radio waves) via TV screens attacking my ears & body particularly my testicles. Causing them to ache. Therefore I'm sending the name of the cell tower I found closes: (b) (6), Registrant: 5019058555. Please help, Thank you.

Ticket: # 1593630 - Google/AT&T

Date: 4/28/2017 12:03:53 AM

City/State/Zip: Frisco, Texas 75034

Company Complaining About: AT&T

Description

AT&T threatened to pull their advertising from Hoogke because they posted a lawsuit I filed against the company. After AT&T threatened to pull their ads Google posted the first lawsuit with specifics from 2024 which she'd me in a bad light.

Google failed to post the specifics of the case filed in December 2016 because it shed AT&T in a bad light

Google then posted my linked in profile to make me look back when I am not in control if public lawsuit postings

Google just made this revision within the last week. It most likely was done at the request of CEOs at AT&T.

AT&T pays big bucks in advertising and preferential treatment is given to large corporations. Google's behavior with ST&T further validates my point.

Ticket: # 1593907 - Horrific FCC Violations

Date: 4/28/2017 9:46:00 AM

City/State/Zip: Mount Kisco, New York 10549

Company Complaining About: AT&T

Description

See Account (b) (6) , regarding (b) (6) phone numbers.

My At&T digital Life, Shipping# 1z1A8967020192, was shipped from 923 Saw Mill Parkway, Ardsley NY 10502-1115. The above as well as my Direct TV dish were being controlled and or monitored by the Connecticut AG Jespen, Ridge-field Police Department, WCPD, Mount Kisco Branch, Chief Brogan and NYPD Counter Terrorism Inspector Thomas Kavanaugh. The above was purchased from Mr. Kyle Bick of an Authorized AT&T retailer in Croton Falls NY.

My direct TV Account# (b) (6) shipped from Carol Stream Illinois was used in landmark FCC and Spying violations. The above has been reported to the FBI.

Due to the above, I have been obstructed from my Emails (b) (6) and

(b) (6)

It came to my attention, the above, facilitated horrific and humiliating spying, including, but not limited to, Bathroom, Bedroom and other private exposures. The above situation has been reported to AG Sessions Offices and DOJ, under Crime Victim.

Lastly, The above is involved with an illegal apartment, owned by, Heritage Management Company. On a separate issue, the above was being utilized to Obstruct Justice involving notifications to AG, Mr. Jeffrey Sessions Offices and the President of the USA, Mr. Donald Trump.

Ticket: # 1594101 - Emails being deleted by aol with my authorization

Date: 4/28/2017 10:52:58 AM

City/State/Zip: Dundalk, Maryland 21222

Company Complaining About: Verizon

Description

I migrated my email service from Verizon to AOL. I know have my emails coming into my inbox and being sent to the trash bin automatically within hours of receiving them. I have made numerous calls to Verizon and AOL. AOL states they cannot offer me support unless I pay for it. Verizon states do not pay them it is an issue with them (AOL and I shouldn't have to pay to resolve the problem.

[Ticket: # 1594190 - unwanted email from Margaret Sanchez](#)

Date: 4/28/2017 11:18:54 AM

City/State/Zip: Raleigh, North Carolina 27609

Company Complaining About: Kloudhire.com

Description

Has no unsubscribe help - I emailed back many times to unsubscribe but still getting emails

Ticket: # 1594297 - Cancellation service**Date:** 4/28/2017 11:42:06 AM**City/State/Zip:** Los Angeles, California 90046**Company Complaining About:** AT&T

Description

Provider refused to cancel the service and close the account. They are demanding some PIN # or name off favorite restaurant that I don't remember setting up. I already moved to new location and I don't need this service anymore. Per their request I called from the registered phone number to close the account (by the way - this registered phone number belongs to different person now) , but they still refused to cancel the service. They are still demanding PIN # and refused to reset PIN or sent by email temp PIN. I offered them confirm over the phone DOB, last 4 digits of social security, other information that confirm that I am their customer, but they refused. AT&T offered to walk in AT&T store and cancel the service, but by the time I am returned from work, AT&T store is closed. No any other options to close the account. I called to AT&T 3 times and Last attempts to cancel the service and close the account was on 04.28.17 and was unsuccessful.

Ticket: # 1594494 - Internet Fraud Scam

Date: 4/28/2017 12:35:39 PM

City/State/Zip: St. Augustine, Florida 32084

Company Complaining About: Comcast

Description

4/27/17

(b) (6)

St. Augustine, FL 32084

(b) (6)

I was told by a friend of mine; (b) (6), on Facebook to go onto this web site: "Agent Mary Williams" to apply for a legit Federal Government Grant.

I went to her website and spoke with her via messenger online and she told me to send \$4,000 to her cashier: Here is the cashier info. that she gave me:

Account number: (b) (6) 6

Account name : (b) (6)

Bank name: Wells Fargo

Location: Houston , Texas.

- and in doing she would then process the paperwork for me to get \$400,000 in Federal Government Grant Money. She did not ask me for any of my personal banking information and the website looked real. There was what looked like bonified pics of Government Grant Logos and even other members on there who said they also applied and got their grants. So, I did.

In addition; she gave me her email address: (b) (6) and said to email her a copy of the bank receipt - which I did.

A couple of hours later I found out that someone had hacked my facebook friend's page and it wasn't really him telling me that he had done the process!

I ran back to the bank and even though it had only been a couple of hours after the transaction they said all they could do was report it to their Loss Prevention Dept. and that I should file a police report. Today she said she needed another \$1,000 to complete the transaction. I asked for my money back and she blocked me.

Ticket: # 1594725 - porn site that came onto screen and a phone number to call

Date: 4/28/2017 1:34:15 PM

City/State/Zip: North Fort Myers, Florida 33917

Company Complaining About: Comcast

Description

I tried to access RUSTICA FOODS . COM. Instead a porn photo came up with a window to call 866 988 4157. They asked me to open a new tab www.fastsupport.com. I did not and hung up the phone.

[Ticket: # 1594770 - Scammers](#)

Date: 4/28/2017 1:44:28 PM

City/State/Zip: Flower Mound, Texas 75077

Company Complaining About: Frontier Communications

Description

Upon logging into my computer there was a voice message telling me that my Microsoft computer had been infected and my passwords and credit card info was being transmitted to a third party. I was instructed to call 1 877 382 9050 so that a Microsoft technician would walk me through a process to correct the problem. This is a scam, trying to get people's personal info. Not Microsoft. These people are in a foreign country.

Ticket: # 1595725 - Phishing emails from an India based hostile company

Date: 4/28/2017 7:29:04 PM

City/State/Zip: Plano, Texas 75023

Company Complaining About: Time Warner

Description

I keep getting dirty and unruly emails from some of my opponents from India. They try to trap me in some illegal activities. Since I have taken legal actions against white collar criminals, they take revenge. They have done identity theft and are active invisibly, harassing our family.

Ticket: # 1595761 - Hobby town refuses to unsubscribe me from their mailing list

Date: 4/28/2017 7:58:17 PM

City/State/Zip: Salem, Virginia 24153

Company Complaining About: Verizon Wireless

Description

As the subject says ^

I've unsubscribed three times, and yet the spam persists - email is 'newsletters@n.hobbytown.com'

<http://joeyssharethings.com/2G0S2o2D2z1B>

[Ticket: # 1595890 - website nextdoor.com](#)

Date: 4/29/2017 12:16:46 AM

City/State/Zip: Anaheim, California 92804

Company Complaining About: Nextdoor.com

Description

I'm concerned about the control of posting, loss of 1st Amendment and watching of every neighborhood in this nation.

[Ticket: # 1596049 - Radaris.com, keeping me from getting a job](#)

Date: 4/29/2017 11:06:10 AM

City/State/Zip: Brooklyn, Michigan 49230

Company Complaining About: Frontier Communications

Description

Radaris.com is showing my age and address. This has prevented me from getting interviews for a job because of my age. I look a lot younger than I am. I followed their instructions to remove my information from a google search, however, their system either never sends you a verification code to your phone, and when you get it and key it in the system does NOTHING once you enter and submit the code. I called and was put on hold for a long time and then the call hung up. There is no one there to take your call. This is unlawful, and an invasion of my privacy!!!! Please help! (b) (6)

[Ticket: # 1596211 - Microsoft is blocking me from deleting Hotmail account](#)

Date: 4/29/2017 1:46:46 PM

City/State/Zip: Brooksville, Florida 34601

Company Complaining About: Bright House

Description

MicroSoft is blocking me from deleting an unwanted hotmail email account [REDACTED] (6) and keeps saying they are temporary problem and won't take the security code, trying to make it more difficult to close the account and won't allow me to delete the email account.

[Ticket: # 1596439 - Too many commercials](#)

Date: 4/29/2017 6:56:22 PM

City/State/Zip: Livingston, New Jersey 07039

Company Complaining About: Comcast

Description

Hi

I am paying every month for years to watch news from the Israeli channel (682 on Comcast.) I believe that the owners of this specific channels lost their touch with reality with the amount of commercials and advertising abnormal amount for any channel that should be under your supervision.

Ticket: # 1596911 - Microsoft Outlook free account and two free Skype accounts

Date: 4/30/2017 4:33:06 PM

City/State/Zip: Los Angeles, California 90013

Company Complaining About: Microsoft Corporation

Description

Microsoft Corp. makes it VERY difficult to delete accounts with them. Basically, it's nearly impossible to find out how to delete an account. And, even when I had a past issue with deleting another account, Microsoft made me wait 60 days before they would "officially" delete it. I believe Microsoft's policies are very unfair because they are holding on to my personal, private information, such as my email and my birth date. Isn't there a way that the FCC could demand that Microsoft change their policies and make it easier and quicker for me to delete the accounts I have signed up for? I am definitely not alone in my complaint. If you look at the web site for the Better Business Bureau, as well as other places on the internet, you will see that there are literally hundreds of complaints already lodged against Microsoft.

Ticket: # 1596950 - Unauthorized Email Account Access

Date: 4/30/2017 5:10:11 PM

City/State/Zip: Sebring, Florida 33871

Company Complaining About: Verizon Wireless

Description

Google or the CIA continue to illegally access my email account, (b) (6), changing the status of spam from Office Depot emails to my main inbox, simply to annoy me.

Ticket: # 1596960 - Unwanted emails

Date: 4/30/2017 5:26:04 PM

City/State/Zip: Sierra Vista, Arizona 85650-7005

Company Complaining About: Cox

Description

I have no account with LinkedIn but I am receiving emails in someone else's name. I can't get them to stop

Ticket: # 1597159 - Voting Information Removal Request

Date: 4/30/2017 8:47:59 PM

City/State/Zip: Morrison, Colorado 80465

Company Complaining About: Coloradoresidentdb.com

Description

To whom it may concern,

I would like to formally complain about the mass publication of personal information and request the immediate removal of the following content:

[https://coloradoresidentdb.com/person/601002277/\(b\) \(6\)](https://coloradoresidentdb.com/person/601002277/(b) (6)) hosted using the domain name "coloradoresidentdb.com" due to the blatant nonconsensual misuse of public information.

The abusing website falsely claims on their FAQ page (<https://coloradoresidentdb.com/faq>) that they "have zero control over search engines or other entities caching/scraping this information" despite obvious evidence to the contrary and the existence of the "NoIndex Meta Tag" (<https://en.wikipedia.org/wiki/Noindex>) honored by all major search engines. They also claim that they will only "remove information in special and extremely rare circumstances".

Furthermore, they claim on the FAQ page: "We do not control any information contained on any domain other than coloradoresidentdb.com," despite links to the following identical-looking websites: floridaresidentdb.com, ohioresidentdb.com, oklahomaresidentdb.com, etc.

While the state of Colorado is required to give this information to anyone who asks, this type of mass public publication of personal information is an unwarranted exploitation of government data and a direct violation of personal online privacy. Please let me know if you have any questions. Thanks.

(b) (6)

[Ticket: # 1597266 - Net Neutrality](#)

Date: 4/30/2017 10:27:17 PM

City/State/Zip: New York, New York 10024

Company Complaining About: Irrelevant

Description

revoking net neutrality in the USA will hurt all 1st world countries, and will hurt small businesses and individuals alike. i am against this. please do something to keep net neutrality.

Ticket: # 1598306 - Unlimited Data with Limited Sharing and Locked Devices

Date: 5/1/2017 1:05:01 PM

City/State/Zip: Philadelphia, Pennsylvania 19139-2005

Company Complaining About: Comcast

Description

I was a victim of Internet based FRAUD since 2005 and I nor my small business have fully recovered from Internet based crimes that Wireless and Data Service providers make consumers like myself as easy targets.

I have been using APPLE devices since returning to the USA in 2009 as a result of an Internet base crime perpetrated against me that local State and Federal agencies in Pennsylvania refused to investigate, although reported. I left AT&T after I discovered that AT&T was allowed to sell APPLE devices that were ALTERED (Locked) to suspended and prohibit the full capabilities of the iPhone. During my time with AT&T, I purchased 2 iPhones that AT&T controlled the IMEIs long after the phones were paid for by slowing data feeds on unlimited data plans, disallowed iCloud storage resulting in the permanent lost of personal and business content , slowing data speeds where emails could not be sent or received, and when using the HOTSPOT feature to connect a laptop computer or MACBOOK Pro caused security breaches giving hackers access to KEYCHAIN, an app that stores all passwords to Internet based personal and business applications. When I complained to AT&T, it resulted in predatory and retaliatory behaviors against me - such as billing errors resulting in disconnecting service during PEAK hours and seasons, resulting in loss of income and opportunity for us as a minority woman small business owner.

I left AT&T to go to T-Mobile where I was slammed and crammed to no end, worst than AT&T as it turns out. I owned my iPhone 4 that was still locked by AT&T two years after I owned it as discovered once the phone could not be added to the T-Mobile network resulting in my purchase of a Pre-paid Android device as I had to pay and wait for AT&T to release my IMEI to a 3rdParty provider to than give it to T-Mobile in 2015. Once the IMEI was released, I was able to use my IPHONE but now had two lines with T-Mobile that I did not need, but was slammed into purchase without any options other than to spend money and discover the Services do not work or are not compatible, like in the case of purchasing an Android device to use with Apple products.

T-Mobile partnered with GoDaddy to offer a free domain and web builder; however, one can not build a website on a mobile phone or without UNLIMITED data. T-Mobile does not offer UNLIMITED data outside of mobile phones and there are no options for using the partnered service. When I began to use the domain on the T-Mobile network, my data completely stalled and or timed out. I was promised a Small Business Rep from the beginning to help me navigate the Services that I called to complain about as they were not working, but it never happened. After registering my domain name, GoDaddy began to slam me into paying for Services that my T-Mobile network did not allow me to fully access since July 2015, thus in July 2016 I did not continue with GoDaddy, yet to date I still have an account.

I started a Lease on my iPhone 6 in November 2015 with T-Mobile on a "Jump"plan. I never upgraded my phone because I noticed that the same behaviors of AT&T were being practiced by T-MOBILE, especially when I chose not to spend any additional money on upgrades or new device

purchases, thus in 2016 July, I started with COMCAST Business to have a real Business phone line and unlimited data across my devices. I have Business Voice Mobility with COMCAST business however even with unlimited data with T-Mobile, TMOBILE BLOCKS THE CALLS COMING INTO MY CELLPHONE AND I CONTINUE TO MISSING CALLS ORIGINATING FROM MY BUSINESS LANDLINE PHONE.

Now that I have unlimited data and hotspot access with COMCAST Business XFINITY since July 2016, I have had a variety of connectivity problems with my leased iPhone sharing and communicating with my owned iPad and MacBook Pro that are directly related to the LOCKED iPhone with T-MOBILE. From my experience with AT&T, mobile phones purchased from a Mobile Service provider, disallow the consumer from having FULL access thru the IMEI. Because T-MOBILE controls the IMEI, I have been paying T-MOBILE and COMCAST Business for SERVICES that neither care about me using. I am at the end of my lease with TMOBILE now. MAY 2017, I will have to purchase my IPHONE from T-MOBILE instead of purchasing from APPLE, because T-MOBILE is no longer a part of the Upgrade program, yet I was told by T-Mobile Small Business over the phone that I could upgrade at APPLE and still use the T-Mobile network. The advantage in buying from APPLE is that the device is unlocked; however, T-Mobile can not slam or cram a consumer if the phones are not locked by them.

Meanwhile since July 2016 and within in the recent months of 2017, I have had OVER BILLING ISSUES BY BOTH DATA AND INTERNET PROVIDERS OF my small business, T-Mobile and Comcast Business. When I have sought to correct billing errors with both since DECEMBER 2016, it was corrected over the phone, but never reflected on my Bill, and both Providers, T-Mobile and COMCAST Business have been over-charging my account, adding fees as if they are legitimate, and robocalling to force me to pay fraudulent bills by ignored recorded arrangements or corrections by their own employees.

Both companies, T-Mobile and COMCAST Business take FULL advantage of consumers like me, but disconnecting service to the point that my only option is to PAY fraudulent charges and to argue with unprofessional phone reps.

Last month I paid \$123 to T-Mobile when the bill should have been less than \$80, but the electronic billing seems to justify the fraudulent charges and TMobile has refused to correct or refund. COMCAST Business has a past due charge on my account of \$165 which is more than my monthly service of \$130.00 per month of which I have paid much more with the promise over the phone by COMCAST Business to correct. Now, they refuse to justify the charges, so instead they will slow down data or like in the case of February, my Business secured Network was disconnected without my knowledge and left my MACBOOK Pro and all my personal and business data for at least a week vulnerable on their open PUBLIC Comcast network.

My data was breached...I could not connect to my Social media accounts, FaceBook, Twitter, Pintrest, etc. because my passwords were changed. Between TMOBILE and COMCAST, my personal and business data on my Apple devices have been compromised.

I currently , APRIL 29, 2017, have an email from APPLE ID Subject: READING "Important - Statement account be is available log in to reactivated!". The body of the email states "For your protection, Now your Apple ID we Locked". From the grammatical errors, this appear to be a fraudulent email, but who knows. A month ago, my iPhone had a Systems Update and I lost many of my personal and business contacts and they can not be recovered on the T-Mobile network. The

contacts have been erased from all the Apple devices as they all communicate with the IPHONE, yet T-Mobile and Comcast expect payment when I am not receiving the services and security I pay for.

It is obvious that the money made by these Providers is not enough, as COMCAST was named as one of the companies ready to sell personal and business data of consumers on their network to the highest bidder. My Civil Rights as an American Citizen are being violated. How can my competitor or a cyber criminal just request and pay these Providers, Comcast and T-Mobile to cripple, steal and destroy the business of a small business? When a consumer makes the Providers aware of billing errors, data breaches, etc. how can the Providers be allowed to not listen and resolve these issues from paying Consumers?

For these reasons, I, as promised to T-Mobile and COMCAST Business am reporting these issues to the FCC. From the reports and the enforcement of laws that govern telecom and Internet, I, as a personal and business consumer, my issues are not isolated. These

Ticket: # 1598810 - Internet / Telephone services Disrupted by Hacking through Verizon Routers

Date: 5/1/2017 3:21:06 PM

City/State/Zip: Accokeek, Maryland 20607

Company Complaining About: Verizon

Description

Hackers are disabling current telephone and internet services using mobile media services and the lack of security on their equipment. International movies/TV/internet/services/are being used through mobile capability using our bundle without our permission. Our account information has been compromised and we have notified Verizon Wireless and Residential multiple times since November 2016. We filed a police report twice. Our internet and telephone services are often blocked and disabled due to Verizon's lack of concern for cybersecurity of residential customers. We were told Verizon provides for corporate only. We have tried every product to protect ourselves and suffer constant ID theft. We see the nefarious commands sent on our iPhones in the system analytic logs. We are force to pay for services we often can't use because they are being blocked or the hackers have taken captive.

Ticket: # 1599017 - My service was changed without consent**Date:** 5/1/2017 4:20:42 PM**City/State/Zip:** Worthington, Ohio 43085**Company Complaining About:** AT&T

Description

On April 9th, a tech was at my home to resolve connectivity issues. Without my knowledge or consent, he called in and changed my service in order to drop my internet speed to get my internet to work again. This caused me to contact them to find out why my service had been altered, at which time the agent changed it back; this caused my service to go out again (the chat with this agent - during which he admits my service was indeed changed without my consent - is attached). This situation resulted in me spending a total of about 3-4 hours of my time to get everything resolved and my service up and running again. For my troubles, they ended up giving me a mere \$30 credit; I do not feel this adequately compensates me for the wasted time, effort, and aggravation the original action caused. I also wanted you to be aware of this situation, in case there is some action you can take against them for changing a customer's service without consent so this same problem does not happen to someone else.

Ticket: # 1599241 - Assurance Wireless phone hack**Date:** 5/1/2017 5:31:05 PM**City/State/Zip:** San Francisco, California 94103**Company Complaining About:** Assurance Wireless

Description

Consumer state some one is listening to her phone conversations and hacking her phone. Some one is jamming her signal on her cell phone. Some one remote access police phone number from consumer's cell phone. The unknown person got in consumer's contact list and delete the police officer phone number and consumer have to keep dialing the phone number. The unknown person is jamming the signal and the phone number. Assurance Wire less told consumer to file jamming signal complaint with FCC. (b) (6) is involved in hacking consumer's cell phone. (b) (6) watching consumer and hacking consumer's phone. Some one told consumer that was with Assurance Wireless and there is a big outage in consumer's area and consumer will not be able to use her phone service until Wednesday, may 3, 2017. Consumer had problem for 2 years where she lives at. Consumer live at the Allen Hotel and cut consumer's important phone calls. Consumer is threat by the violator and they jamming signal when she turn on her cell phone .The violators can track her movements from her hone and they stark consumer and show up at her doctors appointments. appointments.

Ticket: # 1599654 - Someone is hacking to my modem

Date: 5/1/2017 9:37:36 PM

City/State/Zip: New Kensington, Pennsylvania 15068

Company Complaining About: Comcast

Description

Reply from 192.168.100.1: bytes=32 time=29ms TTL=61

Request timed out.

Reply from 192.168.100.1: bytes=32 time=35ms TTL=61

Reply from 192.168.100.1: bytes=32 time=40ms TTL=61

Reply from 192.168.100.1: bytes=32 time=5ms TTL=61

Reply from 192.168.100.1: bytes=32 time=812ms TTL=61

Reply from 192.168.100.1: bytes=32 time=969ms TTL=61

Reply from 192.168.100.1: bytes=32 time=20ms TTL=61

Request timed out.

Reply from 192.168.100.1: bytes=32 time=21ms TTL=61

Reply from 192.168.100.1: bytes=32 time=1064ms TTL=61

Reply from 192.168.100.1: bytes=32 time=20ms TTL=61

Request timed out.

Reply from 192.168.100.1: bytes=32 time=1073ms TTL=61

Reply from 192.168.100.1: bytes=32 time=8ms TTL=61

Reply from 192.168.100.1: bytes=32 time=217ms TTL=61

Reply from 192.168.100.1: bytes=32 time=520ms TTL=61

Reply from 192.168.100.1: bytes=32 time=794ms TTL=61

Reply from 192.168.100.1: bytes=32 time=13ms TTL=61

Reply from 192.168.100.1: bytes=32 time=429ms TTL=61

Reply from 192.168.100.1: bytes=32 time=771ms TTL=61

Request timed out.

Reply from 192.168.100.1: bytes=32 time=731ms TTL=61

Reply from 192.168.100.1: bytes=32 time=40ms TTL=61

Reply from 192.168.100.1: bytes=32 time=506ms TTL=61

Reply from 192.168.100.1: bytes=32 time=777ms TTL=61

Reply from 192.168.100.1: bytes=32 time=1095ms TTL=61

Reply from 192.168.100.1: bytes=32 time=26ms TTL=61

Reply from 192.168.100.1: bytes=32 time=140ms TTL=61

[Ticket: # 1599700 - Someone is freaking me out at comcast and spying on my pesonality](#)

Date: 5/1/2017 10:02:36 PM

City/State/Zip: New Kensington, Pennsylvania 15068

Company Complaining About: Comcast

Description

We are having some trouble connecting to My Account

Want to pay bill? Quick Bill Pay

Ticket: # 1599789 - I am being monitored.

Date: 5/1/2017 11:23:55 PM

City/State/Zip: Pasco4, Washington 99301

Company Complaining About: Charter

Description

I am being monitored. Spectrum/Charter.com is my ISP <https://www.robtext.com/dns-lookup/charter.com>, my DNS is tandac-browsermessing.charter.net. This happened years ago and I dropped them, picking them up just two months ago. Nothing I've done in the past or present requires this "attention". I've had a keylogger installed by them, and many intrusions, a few recored by WireShark.

This is a short complaint, I have records, and much more involved. This started by having a reused phone number (to activate a modem) that owned them money, while they had my bank card to draw from each month.

They have been contacted, nobody in support will touch this.

Thank You

(b) (6)