



November 23, 2016

**SUBMITTED VIA FCC WEB PORTAL**

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

RE: (b) (6)  
Serve Ticket # 1282270

Dear Ms. Bowers:

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

TWC does not offer free gifts for completing a survey – this is a pop up box from an unrelated third party. Unfortunately, we cannot control these pop-ups that (b) (6) may receive when visiting third-party websites.

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

Respectfully submitted,  
/s/  
William C. Wesselman  
Regulatory Compliance

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



November 23, 2016

**SUBMITTED VIA FCC WEB PORTAL**

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

RE: (b) (6)  
Serve Ticket # 1282285

Dear Ms. Bowers:

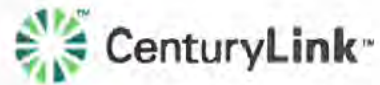
Time Warner Cable (“TWC”) hereby submits its response in the above-referenced matter. Please note that TWC is now part of Charter Communications, Inc.

(b) (6) is using a customer-owned modem that is not compatible with our Ultimate 100 Internet tier. (b) (6) may either lease a modem from us or she would need to purchase a new modem that is compatible with the level of service to which she subscribes. Compatible modems are listed on our website. (b) (6) stated to the representative she would contact us again if she needed additional assistance. (b) (6) should contact Customer Care at 888-892-2253 with any further concerns.

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

Respectfully submitted,  
/s/  
William C. Wesselman  
Regulatory Compliance

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



November 18, 2016

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

Re: (b) (6) – IC# 1283154  
Notice of Informal Complaint filed 10/24/2016

Dear Ms. Bowers:

Please be advised that CenturyLink has completed a review of the complaint filed by (b) (6) (b) (6) states, "stolen accounts, changes passwords". She indicates that her issue involves Google, AOL email and Facebook.

CenturyLink records indicate that (b) (6) is not a customer of CenturyLink at this time. A review of her trouble history prior to disconnection indicates multiple requests from the customer to change her WIFI password. She also indicated that she was having issues with wireless networks showing up as available on her devices. Technical Support advised on several occasions that it was just showing available networks and that they were not on her network.

Sincerely,

A handwritten signature in blue ink that reads "Brenda Spence".

Brenda Spence

Cc: (b) (6)

930 15<sup>th</sup> St. 11<sup>th</sup> Flr  
Denver, CO 80202  
Tel 877-440-8959  
Fax 888-634-0013

Cox Communications, Inc.  
6205-B Peachtree Dunwoody Road  
Atlanta, Georgia 30319



November 8, 2016

(b) (6)

Re: (b) (6)  
FCC File #: 1283477  
Response Due Date: November 25, 2016

Dear (b) (6) :

This letter is in response to your complaint as referenced above.

On October 24, 2016, Kevin Sussman, a member of the Cox Executive Resolutions team, contacted you to address your complaint. Based on the recommendation of Mr. Sussman, you agreed to a service call on October 27, 2016 so that Cox might further investigate the issues you reported.

During our field technician's onsite inspection, he observed a number of other Wi-Fi networks communicating on the same channel throughout your building. After installing a new Ultimate Gateway router, the technician changed the Wi-Fi channel to one that was unused in the vicinity. He then ran tests which showed consistent speeds for your subscribed level of service (Internet Preferred). Our technician then had you run simultaneous video streams on two devices without buffering or interruptions. According to the field technician, you expressed your satisfaction with the demonstrated level of service.

Since your service visit on October 27, 2016, Mr. Sussman has attempted to contact you on several occasions to discuss the outcome of your visit. As of this writing, we have not received a returned phone call from you.

We appreciate you allowing Cox the opportunity to address your concerns. Should you have any further questions about this matter, please contact your designated Executive Resolution Specialist, Kevin Sussman, directly at 877-846-1986, extension 1548. Should you experience any unrelated issues with your Cox services, please do not hesitate to contact our Technical Support Team directly at 757-222-2222. We are ready to assist you 24 hours a day, 7 days a week.

**RESPONDING ON BEHALF of CoxCom, L.L.C.**

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

Douglas Garrett  
Executive Director, Regulatory Affairs

cc: Federal Communications Commission via Zendesk



May 7, 2017

**SUBMITTED VIA FCC WEB PORTAL**

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

RE: Notice of Informal Complaint  
Complainant: (b) (6)  
FCC Serve Ticket Number: 1549919

Dear Ms. Bowers:

Bright House Networks (“BHN”) hereby submits its response in the above-referenced matter. Please note that BHN is now part of Charter Communications, Inc.

A representative reviewed (b) (6) account and confirmed that the original sales agent did correctly inform the customer that our service comes with a thirty-day money back guarantee. The agent incorrectly informed the customer, however, that a payment would not be required. Because payment was not received, the service was interrupted due to non-payment. Feedback was provided to the original agent’s supervisor for coaching and retraining purposes. (b) (6) may contact Customer Care at 855-222-0102 with any further concerns.

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

Respectfully submitted,  
/s/  
Zachary Ziolkowski  
Specialist – CCED

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



May 8, 2017

(b) (6)

RE: (b) (6) \_FCC Complaint Service Ticket #1550140

Dear (b) (6) :

We are in receipt of the above referenced complaint regarding your internet service. Upon receipt of this concern, our Plant Manager, Matt Tucker, has followed up with you and you have indicated that your service is working as it should. If you should experience issues after that is done, please feel free to contact us.

We appreciate your business. Should you have any other questions or concerns, please feel free to call 1-800-903-0508.

Regards,

A handwritten signature in blue ink that reads "Charlotte Dial". The signature is fluid and cursive.

Charlotte Dial  
VP of Administration

/cd



April 17, 2017

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

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

FCC IC File Number: 1550603  
Response Type: NOIC-Notice of Informal Complaint  
Date of Notice: April 13, 2017

Dear Sir/Madam:

This letter is in response to the above-referenced complaint submitted to the Federal Communications Commission by Jose Pereira regarding XFINITY service.

On April 13, 2017, I spoke with (b) (6) wherein a service call to address the service issue was refused. Mr. Pereira advised that phone services are working to his satisfaction. I confirmed on April 7, 2017, an appointment was scheduled for the internet issues and (b) (6) was educated on the wireless gateway. I confirmed the account is currently subscribed to the Starter triple play for \$99.00 per month with a 24 month term agreement beginning on October 13, 2015 through October 13, 2017. I apologized for any inconvenience and overall experience while attempting to resolve this matter.

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

Sincerely,

Vashty M.  
Executive Customer Relations  
(954) 534-7237

cc: (b) (6)



May 8, 2017

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

Re: (b) (6)  
(b) (6)  
City, State & Zip

FCC IC File Number: 1550603  
Response Type: NOIC-Notice of Informal Complaint  
Date of Notice: April 24, 2017

Dear Sir/Madam:

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

On April 27, 2017, I spoke with (b) (6) and he refused to address the concerns referenced in his complaint. Upon review, (b) (6) is enrolled to the promotion accepted of the Starter Triple Play package at the promotional rate of \$99.00 per month for 24 months, effective October 13, 2015 and will end on October 12, 2017. The promotional rate does not include equipment fees and taxes. In addition, (b) (6) is enrolled to the Xfinity Home Secure service at the everyday rate of \$39.95 per month.

Records indicate that credits were applied on April 24, 2017 in the amount of \$60.00 for the service call fee, and on April 26, 2017 in the amount of \$175.00 for the (b) (6) service issues. The credits will be reflected in the statement dated May 21, 2017. (b) (6) confirmed that all services are working correctly since the technician completed the installation of service on April 21, 2017. I apologized for any inconvenience and overall experience while attempting to resolve this matter.

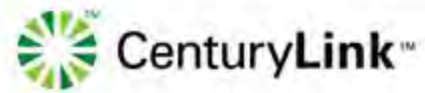
I trust this letter provides your office with information required for resolution in this matter. I am providing a copy of this letter, which includes my contact information, to (b) (6) should there be additional questions or concerns.

Sincerely,

Vashty M.  
Executive Customer Relations  
(954)-534-7237

cc: (b) (6)





May 8, 2017

Ms. Sharon Wright  
Federal Communications Commission  
Consumer Inquiries and Complaints Division  
445 12<sup>th</sup> Street, SW CY-B523  
Washington, DC 20554

**Re: (b) (6) - IC 1551365  
Notice of Informal Complaint Service Date 4/10/2017**

Dear Ms. Wright:

Please be advised that CenturyLink has completed a review of the informal complaint filed by (b) (6). In the complaint, (b) (6) states that he gets extreme speed slowdowns when using CenturyLink and visiting websites for Internet service providers.

(b) (6) didn't include his CenturyLink account number, or a service address in his complaint; therefore, we're unable to investigate this matter.

On April 26, 2017, an email was sent to (b) (6) requesting more information.

(b) (6) replied the same day, stating the following:

*"despite your companies efforts I was able to get a different isp even though the internet speeds were at .04Mb/s"*

As no account information was included in (b) (6) response, CenturyLink considers this matter closed.

Sincerely,

*Joni Duran*

Joni Duran

cc: (b) (6)

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



April 19, 2017

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

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

FCC IC File Number: 1552027  
Response Type: NOIC-Notice of Informal Complaint  
Date of Notice: April 7, 2017

To the Commission:

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

The XFINITY WiFi network offers consumers the ability to sign into WiFi access points throughout Comcast's service area to connect to the Internet. When a WiFi-enabled device detects an XFINITY Home HotSpot connection, it may automatically attempt to connect to the network. However, the device user can manually designate the XFINITY Hotspot network as 'forgotten' on the device, which will prevent the device from making further connection attempts.

A Comcast Customer Security Assurance technician made several attempts to contact (b) (6) to advise him of the aforementioned information and apologize for any inconvenience he experienced. Unfortunately, all attempts were unsuccessful. The technician attempted to leave a voice message but was unable to do so because (b) (6)' voicemail was not set up.

I trust this letter provides your office with the information required in this matter. I am providing a copy of this letter to (b) (6) so that he can contact the Customer Security Assurance team with further questions or concerns.

Sincerely,

Customer Security Assurance  
(720) 616-7739

cc: (b) (6)



May 10, 2017

**SUBMITTED VIA FCC WEB PORTAL**

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

RE: Notice of Informal Complaint  
Complainant: (b) (6)  
FCC Serve Ticket Number: 1553718

Dear Ms. Bowers:

Bright House Networks (“BHN”) hereby submits its response in the above-referenced matter. Please note that BHN is now part of Charter Communications, Inc.

A representative contacted the customer and confirmed the issue was with his customer-owned router and not our services. In addition, we confirmed that the pedestal in question does not belong to BHN. (b) (6) may contact Customer Care at 866-309-3279 with any further concerns. (6)

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

Respectfully submitted,  
Daniel Burnham  
CCED Specialist

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

May 10, 2017

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

Re: (b) (6)  
# 1554516

Dear FCC,

This letter acknowledges our receipt of the notice of the complaint (as identified above) filed by (b) (6) [REDACTED].

From the filings, we understand that the customer is inquiring about his Windstream internet service performance associated with phone number 386-496-2067.

After further research and testing it was determined that when (b) (6) [REDACTED] last contacted us in regards to his issues that there were no issues to be found. Engineering testing was completed and all margins were correct. The customer had not had any drops in service within the last month. As of today I can see that the customer has had no drops in connection within the last two weeks. Also, Windstream does not provide a service level agreement on DSL services as this is a shared network. The only SLA Windstream provides is service via a Fiber or dedicated circuit. If (b) (6) [REDACTED] could contact us while he is experiencing these issues if the future we would be more equipped to assist.

We regret the inconvenience of this situation. Windstream appreciates (b) (6) [REDACTED]. Please feel free to contact me if you should have any additional questions or concerns.

Sincerely,

Maggie Allen  
Windstream Communications  
Executive Customer Relations  
800-326-6314

CC: (b) (6) [REDACTED]  
[REDACTED]  
[REDACTED]



May 3, 2017

(b) (6)

Re: (b) (6)  
FCC File#: 1555985  
Response Due Date: May 11, 2017

Dear (b) (6),

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

According to our records, you are not the account holder or an authorized user on the account related to this FCC complaint. Consistent with Cox privacy policies, we are only able to share specific information about the services associated with this account with the account holder or an authorized user. Therefore, we are unable to respond to this complaint at this time.

However we can share that it is the customer's responsibility to ensure their network is secure. Below is the security policy from our Acceptable Use Policy that is available on our website.

**Security.** You are solely responsible for the security of any device connected to the Service, including any data stored on that device. You are responsible for implementing appropriate security precautions for all systems connected to the Service to protect against threats such as viruses, spam, Trojan botnets, and other malicious intrusions. You are responsible for enabling the security of any wireless (Wi-Fi) networks connected to the Service. Any wireless network installed by the customer or a Cox representative that is unsecured or "open" and connected to the Cox network is prohibited. You authorize Cox to use technology to detect unsecured wireless networks associated with your use of the Service. If Cox determines that you are using the Service via an unsecured wireless network, Cox will notify you to enable the Security on the Wi-Fi device.

RESPONDING ON BEHALF of Cox California Telcom, LLC and Cox Communications California, LLC

A handwritten signature in black ink, appearing to read "Douglas Garrett". The signature is fluid and cursive.

Douglas Garrett  
Executive Director - Regulatory Affairs

cc: Federal Communications Commission via Zendesk



May 12, 2017

Tierra Martin  
Consumer Inquiries and Complaints Division  
Consumer & Governmental Affairs Bureau  
Federal Communications Commission

Consumer Name: (b) (6)  
Ticket Number: 1558335

Dear Ms. Martin:

We have received the informal complaint filed with the Commission by (b) (6), in which he states that he has experienced difficulties with various apps after he removed Google Play services from his device.

This response is being filed via <https://fcctest.zendesk.com/agent> as a courtesy to the Commission and the complainant. The removal/disabling of Google Play services is not a process subject to the Communications Act, and we respectfully request that this informal complaint against Google be closed.

Nonetheless, Google is committed to keeping the Android platform and ecosystem open and safe. For Android devices with Google Play, regular updates are delivered by Google Play services. Such updates help to protect against malicious third-party software, device-disabling bugs, and other security issues. Additionally, Google Play services enables developers to build innovative apps using the newest application programming interfaces (APIs) for popular Google services. Thus, some apps may not work properly if Google Play services is removed/disabled from an Android device. To the extent that (b) (6) would like to reinstall/re-enable Google Play services on his device, he can follow the instructions on the Google Play help page available at <https://support.google.com/googleplay/answer/113410>.

Should you have any questions, please feel free to contact the undersigned.

Respectfully submitted,

Sybil Anne Strimbu  
Legal Specialist

cc: (b) (6)



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

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

Response to Notice of Informal Complaint (NOIC)

Date: 4/24/2017

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

Complainant's Name: (b) (6)  
File No.: 1559778  
Response Type: Other  
Service Date: 4/12/2017

---

**INVESTIGATION SUMMARY:**

AT&T received a notice from the Federal Communications Commission on behalf of (b) (6) regarding concerns with his AT&T services via the U-verse platform and the removal of the Early Termination Fee. AT&T records confirmed (b) (6) was authorized on the account information provided.

On 04/12/2017, AT&T spoke with (b) (6) to acknowledge receipt of his complaint and to confirm any additional details pertaining to his issue.

AT&T investigated and determined that (b) (6) currently subscribes to AT&T Internet & U-verse TV services. On 04/17/2017, AT&T spoke with (b) (6) to apologize for his inconvenience and conducted a detailed review of his account. AT&T records found two reports of service trouble in 04/2017, since the installation of (b) (6)'s service in 09/2011. AT&T explained the cancellation policy and informed (b) (6) that the Termination Fee is unable to be waived. (b) (6)'s service contract is set to expire (f) 07/2017 and he elected to maintain the service until the end of the contract.

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

Please refer any additional questions, requests, or correspondence specific to this case to Lester Tancuan at lt1372@att.com or (925) 328-7014.

---

Sincerely,

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

cc: (b) (6)



P.O. Box 601119  
Dallas, TX 75360-1119  
1 (888) 863-8768

May 16, 2017

Federal Communications Commission  
Consumer Inquiries and Complaints Division  
445 12<sup>th</sup> Street, SW 5-A847  
Washington, D. C. 20554

**Re: Complaint filed with FCC by: (b) (6)**  
**IC Number: 1560779**

MetroPCS ("MetroPCS" or "Company")<sup>1</sup> was notified by the Federal Communications Commission by Official Notice of Informal Complaint (Response Due Date: May 19, 2017) that the above-named customer has filed a complaint.

In response, the Company offers the following information.

MetroPCS utilizes GSM technologies and has measures in place to help prevent unauthorized access to personal information. Such measures include: allowing customers to choose unique PIN numbers and security questions along with alarms that alert us if our systems have been compromised.

These measures include account PIN numbers and security questions along with system alerts that notify the Company if a MetroPCS system has been compromised.

Additionally, network alarms, firewalls and other measures are in place to ensure our customer information is not compromised in any way through our billing systems or network.

The MetroPCS Terms and Conditions of Service, agreed to by customers upon activation and subsequent payment and found at [www.metropcs.com](http://www.metropcs.com), state:

**Account Activity and Information Verification.**

You (the account holder) may password protect your account information by establishing a personal identification number ("PIN"). You may also set a backup security question and answer in the event you forget your PIN. You agree to protect your PIN, passwords and other account access credentials like your backup security question from loss or disclosure. It is your sole responsibility to protect your account by creating a password that is unknown to any other person. This password should never be shared nor should it be written down and kept in a place that is accessible to others. Should you feel that your password has been compromised you should immediately call MetroPCS to change your password. You

---

<sup>1</sup> As of May 1, 2013, MetroPCS Wireless, Inc. was combined with T-Mobile USA, Inc., a wholly owned subsidiary of T-Mobile US, Inc. MetroPCS services will continue to be offered to customers under the MetroPCS brand, but as part of T-Mobile US, Inc., providing deeper services to its customers.



further agree that MetroPCS may, in our sole discretion, treat any person who presents your credentials for account access as you or an Authorized User on the account for the purposes of disclosure of information or changes in your Rate Plan or Service.

### **Equipment.**

You may buy a wireless device to use on our Service from us or someone else, but it must, as solely determined by us, comply with Federal Communications Commission regulations, be certified for use on our network, and be compatible with, and not potentially harm, our Service or our network. Our Services will only work with wireless devices compatible with our network and not all services are available with all wireless devices or on all networks. Please be aware that we may change your wireless device's software, applications or programming remotely, without notice. This could affect your stored data, or how you have programmed or use your wireless device. A MetroPCS wireless device is designed to be used only with our service and on our network. Please note that your wireless device may not work with another wireless network, or the other wireless carrier may not accept your wireless device on its network. If your wireless device was purchased from MetroPCS or an authorized MetroPCS dealer, the wireless device has a software programming lock that will prevent the wireless device from operating with other compatible wireless telephone carriers' services. Please contact MetroPCS at 1-888-8metro8 for information regarding our software programming lock. Some features will be available only on wireless devices purchased from us. Your wireless device may contain sensitive or personal information. MetroPCS is not responsible for any information on your wireless device, including sensitive or personal information. If possible, you should remove or otherwise safeguard any sensitive or personal information when your wireless device is out of your possession or control, including, but not limited to, relinquishing, exchanging, returning or recycling your wireless device. By submitting your wireless device to us, you agree that our employees, contractors or vendors may access all of the information on your wireless device.

### **Risk of Loss or Damage to Wireless Devices.**

Upon your acceptance of delivery of your wireless device, all risk of loss, damage, theft, or destruction of your wireless device is borne by you. In the event of any loss, damage, theft, or destruction of your wireless device, in whole or in part, you are responsible for purchasing a replacement wireless device from MetroPCS at your expense, and you remain responsible for your obligations under this Agreement, including, without limitation, your responsibility for the payment of Service Charges.

MetroPCS' MetroWEB Terms of Use, found on [www.metropcs.com](http://www.metropcs.com), in part, state:

By using the MetroWEB Service, you acknowledge and agree that you have read the terms of the Agreement and the MetroWEB Terms of Use and that you agree to be bound by the terms and conditions of use therein. Our MetroWEB Service and your wireless device may allow you to visit or access the Internet, content, applications, information, text, pictures, video, games, graphics, music, email, services, third party sites that MetroPCS doesn't own or operate, sound and other materials ("Data Content") or send Data Content elsewhere that

MetroPCS does not own or control. Some Data Content is available from us or our vendors, while other Data Content can be accessed from others (third party websites, games, ringtones, etc.). We make absolutely no guarantees about the Data Content you access on your Device. Data Content may be: (1) unsuitable for children/minors; (2) unreliable or inaccurate; or (3) offensive, indecent or objectionable. You are solely responsible for evaluating the Data Content accessed by you or anyone on your account. We strongly recommend you monitor data usage by children/minors. Data Content from third parties may also harm your Device or its software. To protect our network, our MetroWEB Service, or for other reasons, we reserve the right to and may place restrictions on accessing certain Data Content (such as certain websites, applications, etc.), impose separate charges, restrict throughput or the amount of data you can transfer, or otherwise suspend, restrict or terminate MetroWEB Service. If we provide you storage for Data Content you have purchased, we may delete the Data Content with notice or place restrictions on the use of storage areas. You may not be able to make or receive voice calls while using MetroWEB Service. Data Content provided by our vendors or third parties is subject to cancellation or termination at any time without notice to you and you may not receive a refund for any unused portion of the Data Content.

Although it is illegal for unauthorized people to intercept wireless device calls intended for others, MetroPCS cannot guarantee the complete privacy of your calls. Wireless calls by nature may be intercepted by third parties. METROPCS SHALL NOT BE LIABLE TO YOU OR TO ANY THIRD PARTY FOR ANY INTERCEPTION BY THIRD PARTIES OF COMMUNICATIONS FROM ITS SYSTEM. Additionally, MetroPCS does not encrypt your calls.

## **Your Role in Protecting Your Privacy.**

### Protecting Your Personal Information

You play an important role in ensuring the security of Personal Information. We encourage you to use passwords or PIN to prevent unauthorized access to your device, your online account, and your voicemail. You may also establish an optional password to identify yourself during calls with our Customer Service representatives. We recommend that you use unique, non-obvious passwords, that you periodically change your passwords, and that you not share your passwords with others.

Many devices store information in the device's memory, on the SIM card, and/or on SD memory cards. Therefore, before selling, discarding, trading in, or giving away your device, be sure you remove and retain your SIM and SD memory card and follow the manufacturer's instructions for deleting Personal Information or other data on the device. (This can be found in your owner's manual or on the manufacturer's web site.)

## **Lost or Stolen Devices**

In order to protect you, please notify us immediately by calling Customer Care at 1- 888-863-8768 if you believe your device has been lost or stolen or if you believe your Personal Information has been accessed without your consent.

### **Limit Third-Party Access**

If you provide a third-party with access to your device, or share your password or PIN, you should understand that your Personal Information may be accessed, deleted, altered, or transferred to another device or our network servers by the person using the device, and that we will treat that user as you for purposes of this Policy.

### **Caller ID Blocking**

When you use MetroPCS communications services, your name and/or telephone number may be transmitted and displayed on the receiving party's communications device and/or phone bill unless you block that information, which you can generally do by dialing \*67 prior to dialing the called party's number. Refer to the specific instructions for your communication device regarding Caller ID Blocking. Caller ID Blocking does not prevent the display of your information when you dial certain business numbers, including 911, 900 numbers, or toll-free numbers.

### **Social Networking, Forums and Chat Rooms**

If you use or link to a public forum, bulletin board, chat room, or social network on or from a MetroPCS web site, be aware that any information you post or submit can be read, collected, or used by other users of these forums, including to send you unsolicited messages. We urge you not to share your Personal Information (for example, your name, phone numbers, addresses, passwords or PIN, etc.) on these websites. We are not responsible for access to or use of information you choose to submit or share with others. For example, if you post your wireless number on a social network in order to receive updates by text message, standard message charges will apply to such messages.

A review of the system and (b) (6)'s account number ending in 2221 show that no such compromise has occurred with respect to him.

If (b) (6) believes that he is a victim of ID theft, he should report his concerns to his local authorities.

MetroPCS does not interfere with customers' handsets. The MetroPCS Security team will fully cooperate with authorities in the event of an investigation. However, until such time that MetroPCS receives the legal documentation pertaining to an investigation, MetroPCS considers the matter closed.

Customers may reach MetroPCS customer service either by dial \*611 from the handset or by dialing 1 (888) 863-8768.

MetroPCS trusts this information adequately addresses (b) (6)'s complaint and considers the matter closed.

MetroPCS

cc: (b) (6)



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

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

Response to Notice of Informal Complaint (NOIC)

Date: 4/17/2017

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

Complainant's Name: (b) (6)  
File No.: 1562150  
Response Type: Other  
Service Date: 4/14/2017

---

**INVESTIGATION SUMMARY:**

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

On 04/14/2017, AT&T spoke with (b) (6) to acknowledge receipt of his complaint and to confirm any additional details pertaining to his issue.

AT&T investigated and determined that no issue was found with AT&T. On 04/14/2017, AT&T spoke with (b) (6) to explain the findings and after testing several email addresses confirmed that the issue was with Microsoft Outlook.

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

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

---

Sincerely,

Jesse Encinas

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

cc: (b) (6)

May 3, 2017



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

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

FCC IC File Number: 1563330  
Response Type: NOIC-Notice of Informal Complaint  
Date of Notice: April 14, 2017

To the Commission:

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

The XFINITY WiFi network offers consumers the ability to sign into WiFi access points throughout Comcast's service area to connect to the Internet. The Home Hotspot feature creates an at-home extension of the XFINITY WiFi network by broadcasting an additional WiFi signal that any XFINITY Internet subscriber can use to sign in and connect to the Internet. This additional signal is completely separate from (b) (6)'s secure home WiFi network, and all XFINITY Wireless Gateway customers have the ability to disable the Home Hotspot feature by calling 1-800-XFINITY or by visiting the Comcast My Account portal.<sup>1</sup>

On April 26, 2017, a Comcast Customer Security Assurance technician contacted (b) (6) to advise him of the aforementioned information and address any other concerns. The technician verified that the XFINITY Home Hotspot is currently disabled on (b) (6)'s modem. The technician provided his direct contact information so that (b) (6) can contact him with any further questions or concerns.

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

Sincerely,

Customer Security Assurance  
(720) 616-7739

cc: (b) (6)

---

<sup>1</sup> <http://customer.comcast.com/>

June 7, 2017



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

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

FCC IC File Number: 1563330 Rebuttal  
Response Type: NOIC-Notice of Informal Complaint  
Date of Notice: May 26, 2017

To the Commission:

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

The XFINITY WiFi network does not “hijack” a band for itself or add any additional channels. The XFINITY Home Hotspot feature uses the same unlicensed Wi-Fi spectrum that is available for use by a Comcast customer’s private home Wi-Fi network, and does so pursuant to the widely-adopted Wi-Fi standards. The broadcast of an additional network signal from a wireless gateway does not increase use of that Wi-Fi spectrum unless someone is actually using that signal for Internet access, which is precisely what it is designed to be used for. Thus, any network congestion in (b) (6)’s home would still be present regardless of whether the nearby XFINITY Home Hotspots were enabled or disabled, because the private home networks belonging to each of those nearby Comcast customers would still be occupying the same channels.

(b) (6) correctly asserts that areas with many hotspots in close proximity to each other, such as apartment complexes or suburban housing developments with smaller lots, have a higher propensity for wireless network congestion. This problem, however, is not related to the presence or absence of XFINITY WiFi; rather, it is the result of heavy use of the Internet over Wi-Fi by the many residents living in the area.

On May 30, 2017, a Comcast Customer Security Assurance technician contacted (b) (6) to advise him of the aforementioned information and address any other concerns. The technician provided his direct contact information so that (b) (6) can contact him with any further questions or concerns.

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

Sincerely,

Customer Security Assurance  
720-616-7739

cc: (b) (6)





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

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

Response to Notice of Informal Complaint (NOIC)

Date: 6/8/2017

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

Complainant's Name: (b) (6)  
File No.: 1565421  
Response Type: Internet  
Service Date: 4/14/2017

---

**INVESTIGATION SUMMARY:**

AT&T received a notice from the Federal Communications Commission on behalf of (b) (6) regarding AT&T Internet service concerns.

On 04/17/2017, AT&T contacted (b) (6) to acknowledge receipt of her complaint and to confirm any additional details pertaining to her issue.

AT&T investigated and determined that on 04/15/2017 a technician was dispatched and made repairs to restore service. AT&T records show that (b) (6) informed the technician that Netgear USB wireless adapter was not compatible with Windows 10 that she would buy a new one. Between 05/12/2017 and 05/25/2017, AT&T technicians worked and coordinated efforts addressing and resolving (b) (6) service concerns. AT&T spoke with (b) (6) to follow up and she confirmed resolution. On 06/08/2017, AT&T contacted (b) (6) via voicemail to inform that a \$150.00 credit was applied to the account for the service trouble experienced. Additionally, AT&T informed (b) (6) of the available 12-month promotional discount subject to an early termination fee that may be applied to the account. AT&T requested a return call from (b) (6) should she choose to accept the promotional discount. The credit will be reflected on the statement within one to two billing cycles.

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

Please refer any additional questions, requests, or correspondence specific to this case to cb372x@att.com or 1- 877-404-2417 access code 622 extension 0427.

---

Sincerely,

Clay Bell

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

cc: (b) (6)

Date Printed: 6/8/2017

Page: 1 of 1

April 20, 2017



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

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

FCC IC File Number: 1565955  
Response Type: NOIC-Notice of Informal Complaint  
Date of Notice: April 18, 2017

Dear Sir/Madam:

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

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

On November 1, 2016, Comcast implemented a data usage plan that establishes a usage threshold of 1 TB per month for all of its residential XFINITY Internet customers in (b) (6) [Redacted]'s area. Our typical XFINITY Internet customer uses only 88 GB or 8.8 percent of 1 TB per month. Those very few customers who wish to use more than 1 TB per month will be provided additional buckets of 50 GB for \$10 each, with total overage charges capped at \$200 per month, or if they prefer to avoid unexpected overages, they can sign up for an unlimited data plan for an additional \$50 per month. Under this policy, which is described in detail online, customers are given two courtesy months during which they will not be billed for exceeding their data usage threshold.<sup>1</sup> If the threshold is exceeded a third time, no further courtesy months will be provided.

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

---

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

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

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

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

Sincerely,

Customer Security Assurance  
(720) 616-7739

cc: (b) (6)

---

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



April 28, 2017

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

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

FCC IC File Number: 1567037  
Response Type: NOIC-Notice of Informal Complaint  
Date of Notice: April 18, 2017

Dear Sir/Madam:

This letter is in response to the above-referenced complaint submitted to the Federal Communications Commission by (b) (6), an authorized user on David Jones' account, regarding XFINITY service.

On April 23, 2017, I spoke with (b) (6) about the service call completed on April 22, 2017. The technician did not identify any Comcast related issues with service and provided customer education about the wireless network. On April 19, 2017, the cable drop was buried. Our records confirm the agents inadvertently did not originally schedule the bury drop appointment resulting in the delay with cable drop being buried. During my discussion with (b) (6) on April 23, 2017, he verified the drop was buried.

Lastly, I explained our records confirm on April 1, 2017, he accepted a 12-month contractual promotion for the XFINITY Blast internet at \$49.99 per month. The contractual promotion will expire on April 1, 2018, at which time standard rate will apply. The additional monthly charge of \$5.95 for the service protection plan, \$10.00 modem, taxes and fees still apply and are subject to change at any time. I apologized for any inconvenience and overall experience while attempting to resolve this matter.

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

Sincerely,

Tiffany H.  
Executive Care Specialist  
(888) 736-6711 Ext. 1351097

cc: (b) (6)



May 15, 2017

(b) (6)  
[Redacted]

Re: (b) (6)  
FCC File#: 1567049  
Response Due Date: May 17, 2017

Dear (b) (6)

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

In your FCC complaint you state that you recently moved and every few hours you experience interference that knocks out all Wi-Fi and bluetooth connections for about 2 minutes.

On May 2, 2017 your designated Customer Relations Specialist, Ms. Holdren contacted you to discuss your issues. After the discussion our technical support group reviewed your account and was able to make some configuration adjustments to the equipment to help alleviate the interference and dropped signals. Cox provides your business with both internet and Wi-Fi services and if you are experiencing any issues you should contact our technical support team at 866-272-5111.

We apologize for any inconvenience this issue caused you. If you have any additional questions, please contact our technical support team or Ms. Holdren directly at 702-545-3120. We thank you for your continued patronage and look forward to providing you with exceptional customer experiences for the future.

RESPONDING ON BEHALF of Cox Communications California, LLC

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

Douglas Garrett  
Executive Director - Regulatory Affairs

cc: Federal Communications Commission via Zendesk



April 25, 2017

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

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

FCC IC File Number: 1567600  
Response Type: NOIC-Notice of Informal Complaint  
Date of Notice: April 18, 2017

Dear Sir/Madam:

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

On April 18, 2017, I spoke with (b) (6) and explained that her experience was forwarded to management for further investigation. I apologized for any inconvenience and overall experience while attempting to resolve this matter.

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

Sincerely,

Donald G.  
Executive Customer Relations  
(561) 881-3289

cc: (b) (6)



158 State Street  
Albany, NY 12207

June 16, 2017

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

**RE:** (b) (6)  
[Redacted]  
**Serve Ticket #:** 1567953  
**Serve Date:** June 01, 2017

Dear FCC,

Thank you for referring the complaint of (b) (6) to our office for review. We appreciate this matter being brought to our attention. (b) (6) expressed concern about his mother's unstable internet connection.

According to our records, Verizon has tried on several occasions to contact (b) (6) and his mother (b) (6) with no success to test his internet speed. Verizon representative tested the line and it is testing good. We will send a call me letter.

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

Sincerely,

Rita Johnson  
Verizon Executive Relations Team

cc: (b) (6)



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

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

Response to Notice of Informal Complaint (NOIC)

Date: 5/4/2017

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

Complainant's Name: (b) (6)  
File No.: 1571244  
Response Type: Billing  
Service Date: 4/19/2017

---

**INVESTIGATION SUMMARY:**

AT&T received a notice from the Federal Communications Commission on behalf of (b) (6) regarding concerns with billing.

On 04/19/2017, AT&T contacted (b) (6) to acknowledge receipt of her complaint and to confirm any additional details pertaining to her issue.

AT&T investigated and determined that (b) (6) established her AT&T account on 10/16/2017. At the time (b) (6)'s service was established, she subscribed to AT&T Internet, AT&T Phone and had an existing DIRECTV account since 2012. On 04/20/2017, AT&T spoke with (b) (6) to apologize for her inconvenience and conducted a detailed review of her account. AT&T explained Ms. Millow's services and monthly pricing. Per (b) (6)'s request an order was issued to remove the AT&T Phone service and AT&T offered to dispatch a Service Technician to assist with her Internet service concerns. (b) (6) declined the Technician visit and additional trouble shooting was declined. AT&T records (b) (6) confirmed that (b) (6)'s account has not been referred to an outside collection agency and no credit reporting has occurred on her account. AT&T verified that a suspension notice was mailed to (b) (6) on 04/11/2017 and confirmed that a partial payment has been received, and payment arrangements have been made.

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

Please refer any additional questions, requests, or correspondence specific to this case to Orlanda Simmons at os7260@att.com or 877-404-2417 access code 622, extension 1144.

---

Sincerely,

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

cc: (b) (6)

Date Printed: 5/4/2017

Page: 1 of 1





May 5, 2017

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

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

FCC IC File Number: 1571561  
Response Type: NOIC-Notice of Informal Complaint  
Date of Notice: April 18, 2017

Dear Sir/Madam:

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

Comcast's records contain no documentation of service outages in (b) (6)'s area dating back to April 10, 2017. On April 29, 2017, Comcast technician corrected (b) (6)'s service issue by repairing a defective trunk at the node.

On May 3, 2017, I contacted (b) (6) to discuss her concerns and apologize for any inconvenience and frustration she may have experienced while attempting to resolve this issue. I advised (b) (6) of the above information and she confirmed that her XFINITY services are working satisfactorily. Credits totaling \$73.97 were applied to (b) (6)'s account for the service loss she experienced. The credits will be reflected on her May billing statement.

I trust this letter provides your office with information required for resolution in this matter. I am providing a copy of this letter to (b) (6) so she can contact me directly with any additional questions or concerns she may have regarding this matter.

Sincerely,

Latania H.  
Executive Care Specialist  
(888) 736-6711 Ext. 1351012

cc: (b) (6)

May 3, 2017



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

Re:

(b) (6)

[Redacted]

FCC IC File Number: 1571883  
Response Type: NOIC-Notice of Informal Complaint  
Date of Notice: April 19, 2017

To the Commission:

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

The XFINITY WiFi network offers consumers the ability to sign into WiFi access points throughout Comcast's service area to connect to the Internet. When a WiFi-enabled device detects an XFINITY Home HotSpot connection, it may automatically attempt to connect to the network. However, the device user can manually designate the XFINITY Hotspot network as 'forgotten' on the device, which will prevent the device from making further connection attempts.

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

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

Sincerely,

Customer Security Assurance  
720-616-7739

cc: (b) (6)



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

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

Response to Notice of Informal Complaint (NOIC)

Date: 4/27/2017

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

Complainant's Name: (b) (6)  
File No.: 1572556  
Response Type: Billing  
Service Date: 4/19/2017

---

**INVESTIGATION SUMMARY:**

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

On 04/20/2017, AT&T contacted (b) (6) to acknowledge receipt of his complaint and to confirm any additional details pertaining to his issue.

AT&T investigated and determined that on 03/27/2017, (b) (6) contacted AT&T to request the disconnection of the AT&T Internet service. On 04/24/2017, AT&T contacted (b) (6) regarding his billing concerns. (b) (6) stated that the AT&T Internet service should have been disconnected on 03/10/2017. AT&T issued a courtesy adjustment of \$30.00 for the 17 days of billing for the AT&T Internet service. AT&T verified that no early termination fee was imposed for the disconnection of the AT&T Internet service. (b) (6) requested adjustments for poor performance on the AT&T Internet. AT&T records indicate that an adjustment of \$260.00 was issued for service concerns on 09/08/2016 and appeared on the 09/23/2016 AT&T statement.

On 12/17/2016, (b) (6) contacted AT&T regarding service concerns with DIRECTV. AT&T agreed to waive any early termination fee, if (b) (6) requested to disconnect the service. On 03/28/2017, (b) (6) was charged \$135.00 for unreturned DIRECTV equipment; however AT&T adjusted this charge. The adjustment appeared on the 03/24/2017 statement. AT&T Records reflect that the DIRECTV service is still active.

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

Please refer any additional questions, requests, or correspondence specific to this case to Anita Williams at AT2697@att.com or (214) 268-7531.

---

Sincerely,

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

cc: (b) (6)

Date Printed: 4/27/2017

Page: 1 of 1



April 27, 2017

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

Re: 1572967  
Complaint of (b) (6)  
Notice of Informal Complaint dated April 25, 2017

Dear Ms. Bowers:

Sprint is in receipt of the above-referenced complaint of (b) (6). This complaint was served to Sprint on January 27, 2017.

According to the information provided, (b) (6) stated he is experiencing data issues with his device. (b) (6) requested that Sprint review this matter, and asked that appropriate action be taken.

Sprint has reviewed (b) (6)'s complaint. (b) (6) has service through a Mobile Virtual Network Operator (MVNO). MVNO is a company that operates as a separate mobile carrier by purchasing wholesale carrier products and services for resale. Although identified as one of the wholesale carriers for an MVNO, Sprint does not facilitate the billing, sales, or operation of an MVNO. MVNOs operate as independent carriers by law. MVNO customers are not Sprint customers. As a result, all inquiries with regard to MVNO products and services, including Sprint branded devices, must be addressed to the associated MVNO. As such, this complaint should be forwarded to (b) (6)'s MVNO carrier.

We made an attempt to contact (b) (6) on April 26 and 27 of 2017 via email and phone to explain our findings. We have been unable to speak with (b) (6).

We apologize for any inconvenience (b) (6) may have experienced regarding this matter. If we can be of further assistance, you can contact the Executive and Regulatory Services Department at 1-866-727-0665. We are available Monday through Friday from 8:00 am to 4:30 pm, Eastern Time.

Sincerely,



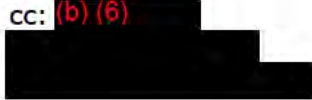
/s/ Terrance Robinson

Terrance Robinson

Executive & Regulatory Services

2254829

cc: (b) (6)





May 3, 2017

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

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

FCC IC File Number: 1573206  
Response Type: NOIC-Notice of Informal Complaint  
Date of Notice: April 19, 2017

Dear Sir/Madam:

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

On April 19, 2017, our engineering team recommended (b) (6)'s modem be upgraded to the new XB3 wireless gateway device. I contacted (b) (6) on April 25, 2017 to schedule a service visit to replace the modem. (b) (6) was unable to schedule a service visit during the call. I attempted to follow up with (b) (6) on May 2, 2017 but was unsuccessful. At this time, a service visit is needed to resolve any further concerns.

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

Sincerely,

Jessica Dubois  
Executive Customer Relations  
(860) 253-7658

cc: (b) (6)



May 17, 2017

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

Re: (b) (6)

FCC IC File Number: 1577036  
Response Type: NOIC-Notice of Informal Complaint  
Date of Notice: April 21, 2017

Dear Sir/Madam:

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

On May 9, 2017 a service call was scheduled during which time the technician diagnosed and corrected the service issue by replacing defective inside wires. On May 15, 2017 I contacted (b) (6) and verified that services are working correctly. I reviewed the account and was unable to confirm any missed appointments. An appointment was canceled via the automated system on March 11, 2017. I apologized for any inconvenience and overall experience while attempting to resolve this matter.

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

Sincerely,

Donald G.  
Executive Customer Relations  
(561) 881-3289

cc: (b) (6)



April 26, 2017

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

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

FCC IC File Number: 1578243  
Response Type: NOIC-Notice of Informal Complaint  
Date of Notice: April 24, 2017

Dear Sir/Madam:

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

On April 20, 2017, a service call was scheduled during which time the technician diagnosed and corrected the service issue replaced a defective drop line outside of the home. On April 24, 2017, I contacted (b) (6) and verified that services are working correctly. (6)

A credit of \$20.00 was applied to the account on April 24, 2017 for service related issues. No additional credits are justified as previous service issues were not reported until April 18, 2017. The credit will be reflected on the next billing statement dated May 11, 2017. I apologized for any inconvenience and overall experience while attempting to resolve this matter.

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

Sincerely,

Benjamin S.  
Executive Customer Relations  
(615) 750-8940

cc: (b) (6)





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

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

Response to Notice of Informal Complaint (NOIC)

Date: 5/9/2017

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

Complainant's Name: (b) (6)  
File No.: 1579128  
Response Type: Billing  
Service Date: 4/27/2017

---

**INVESTIGATION SUMMARY:**

AT&T received a supplemental notice from the Federal Communications Commission on behalf of (b) (6) regarding U-verse billing concerns.

AT&T investigated and determined that the restoral fee in question of \$35.00 was credited to (b) (6)'s account on 05/01/2017. With tax, the total of the credit came to \$36.41. On 05/08/2017, AT&T left a detailed message for (b) (6) to advise of the findings. (b) (6) was also advised that all applicable promotions are on her U-verse account and she is not eligible for the DIRECTV introductory rate due to having a larger plan.

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

Please refer any additional questions, requests, or correspondence specific to this case to M. Mackey-Morris at mm0529@att.com or (877) 404-2417, access code 622, extension 1140.

---

Sincerely,

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

cc: (b) (6)



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

May 3, 2017

(b) (6)

**Re: FCC Complaint # 1579747  
3580058**

Dear (b) (6)

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

You expressed concern with intermittent TV and internet service. You indicated that your attempts to resolve the matter have been unsuccessful.

When we spoke today, I advised you that the account DISH Network has on file for you was disconnected on April 28, 2014. You were unable to confirm who is currently providing your service and you indicated that the cost of your service is included in your rent. I advised you to contact your leasing office for more information.

If there are further questions or concerns about this issue, please feel free to contact me at (720) 514-7249.

Sincerely,

Shelley Antrillo  
Dispute Resolution Specialist  
Executive Escalations Team  
DISH Network, L.L.C.  
Phone Hours: 2:45 pm to 11:15 pm MDT, MON-FRI  
(720) 514-7249

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



May 25, 2017

**SUBMITTED VIA FCC WEB PORTAL**

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

RE: Notice of Informal Complaint  
Complainant: (b) (6)  
FCC Serve Ticket Number: 1581026

Dear Ms. Bowers:

Charter Communications, Inc. ("Charter") hereby submits its response in the above-referenced matter.

On May 3, 2017, a representative contacted (b) (6) to discuss her concern. Our records reflect that on April 29, 2017, a technician attempted to check the signal levels outside (b) (6)'s home, but he was asked to leave her property. We have offered multiple times to make service visits to Ms. Smith's residence to check the signal inside her home, but (b) (6) has declined these offers. (b) (6) should contact Customer Care at 888-438-2427 with any further concerns.

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

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

cc: (b) (6)  
(b) (6)  
Palm Springs, CA 92263



Lauren Predmore  
Paralegal

May 15, 2017

Wendy Chambers  
Consumer and Governmental Affairs Bureau  
Consumer Inquiries and Complaints Division  
Federal Communications Commission  
1270 Fairfield Road  
Gettysburg, PA 17325-7245

**Ticket No.:** 1581237  
**Customer Name:** (b) (6)  
**Mediacom Account:** 8383880200121056

Dear Ms. Chambers:

This letter is in response to a complaint filed with your office by (b) (6). (b) (6) stated she has been experiencing issues with her Internet access service with Mediacom (b) (6).

Since the filing of the complaint, the customer has requested boxes to return Mediacom's equipment and further requested a cancellation of her services. The customer made this request via e-mail. Unfortunately, Mediacom's policy is before making any changes to a customer's account, a Mediacom representative needs to speak to the customer over the phone. Numerous representatives have attempted to contact the customer, but have been unsuccessful. To date, a total of \$246.19 in credit have been applied to the customer's account in connection with service issues. If the customer wishes to cancel her services, she can contact Mediacom Total Care at 1-888-356-5039.

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

Sincerely,

*Lauren Predmore*  
Lauren Predmore

cc: (b) (6)  
[Redacted]  
Dewitt, IA 52742



May 15, 2017

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

Re: (b) (6)  
(b) (6)  
Tallahassee, FL 32303

FCC IC File Number: 1585939  
Response Type: NOIC-Notice of Informal Complaint  
Date of Notice: April 27, 2017

Dear Sir/Madam:

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

On April 30, 2017, a service call was scheduled during which time the technician diagnosed and corrected the service issue by adjusting radio frequency levels, as well as repairing damaged amplifier, and outside connector. On May 4, 2017, the temporary drop was buried. On May 5, 2017, I contacted (b) (6) and verified that services are working correctly and that the drop was buried. I explained that a credit of \$60.00 was applied to the account on May 4, 2017, for service from April 12, 2017, through April 30, 2017. The credit will be reflected on the May 23, 2017, billing statement. On May 12, 2017, (b) (6) requested to cancel his services. The disconnect request was processed and completed on May 13, 2017. On May 14, 2017, an Early Termination Fee was assessed to the account of \$230.00. I apologized for any inconvenience and overall experience while attempting to resolve this matter.

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

Sincerely,

Diane D.  
Executive Customer Relations  
(954) 534-7222

cc: (b) (6)



May 17, 2017

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

Re: (b) (6)  
Miami, FL 33135

FCC IC File Number: 1590594  
Response Type: NOIC-Notice of Informal Complaint  
Date of Notice: April 27, 2017

Dear Sir/Madam:

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

I made several attempts to contact (b) (6) using all available contact methods. While my attempts were unsuccessful, our records indicates that on April 24, 2017 a technical visit was completed and the technician replaced the cable drop to the home as well as replaced internal wiring. On April 25, 2017 a maintenance technician completed the cable drop outside the home was buried. I confirmed on May 8, 2017 that a credit of \$30.00 was applied on April 21, 2017 and a credit of \$100.00 was applied on April 27, 2017 for the service related issue. The credits will appear on the bill dated May 11, 2017. In order to resolve this matter, contact with (b) (6) is necessary. I apologize for any inconvenience and overall experience while attempting to resolve this matter.

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

Sincerely,

Norma R.  
Executive Customer Relations  
(561) 881-3287

cc: (b) (6)



May 2, 2017

Federal Communications Commission  
Consumer and Governmental Affairs Bureau  
Consumer Inquiries and Complaints Division  
445 12<sup>th</sup> Street, S.W.  
Washington, DC 20554

(b) (6)  
[Redacted]  
Lompoc, CA 93436

Complaint No.: 1593501  
Received: April 28, 2017

Dear Consumer Inquiries and Complaints Division:

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

According to the complaint:

- (b) (6) states that she was charged \$150.00 for a trip charge.

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

- Frontier reviewed (b) (6)'s account and advises that our records do not show that (b) (6) had an Inside Wire Maintenance contract. Frontier has issued a onetime courtesy credit of \$150.00 for the trip charge.
- Frontier further advises that (b) (6) disconnected her services on April 27, 2017.

If Ms. Servin has any additional questions, please contact the undersigned.

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

Sincerely,

Sandi Box  
844.320.4445, Ext# 1113130

cc: (b) (6)



Verizon Executive Relations Team  
290 West Mount Pleasant Ave.  
01 Floor Room 1  
Livingston, NJ 07039

May 11, 2017

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

**RE:**

(b) (6)  
Baltimore MD 21210  
Telephone: (b) (6)  
**Serve Ticket #:** 1595447  
**Serve Date:** May 03, 2017

Dear FCC,

Thank you for referring the complaint of (b) (6) to our office for review. We appreciate this matter being brought to our attention. (b) (6) expressed concern about slow DSL service.

According to our records, on 5/08/17, a technician visited the customer's location and found no trouble to the outside line. There was no inside access during the visit. Verizon's technical support has tested the service and show inside access is needed in order to trouble shoot the issue further.

Verizon has not been successful in reaching the customer to assist with the issue. Over the past few days, Verizon has made several attempts by phone to discuss the matter with the customer. We have provided the information above via voicemail messaging and also provided our contact information.

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

Sincerely,

Monica Belmar  
Verizon Executive Relations Team

cc: (b) (6)





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

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

Response to Notice of Informal Complaint (NOIC)

Date: 5/8/2017

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

Complainant's Name: (b) (6)  
File No.: 1601634  
Response Type: Internet  
Service Date: 5/3/2017

---

**INVESTIGATION SUMMARY:**

AT&T received a notice from the Federal Communications Commission (FCC) on behalf of (b) (6) regarding DSL out of service concerns.

On 05/04/2017, AT&T spoke with (b) (6) to acknowledge receipt of her complaint and to confirm any additional details pertaining to her issue.

AT&T investigated and determined that a technician was dispatched on 05/03/2017 and repaired the service. On 05/05/2017, AT&T spoke with (b) (6) who confirmed her service was working. AT&T issued an out of service credit of \$9.20 and added a 12 month promotion. The credit and promotion will appear on the next statement.

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

Please refer any additional questions, requests, or correspondence specific to this case to Anita Williams at at2697@att.com or 866-284-6460, access code 622, extension 7531.

---

Sincerely,

Anita Williams

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

cc: (b) (6)



June 2, 2017

**SUBMITTED VIA FCC WEB PORTAL**

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

RE: Notice of Informal Complaint  
Complainant: (b) (6)  
FCC Serve Ticket Number: 1602867

Dear Ms. Bowers:

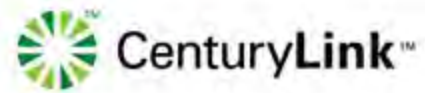
Charter Communications, Inc. ("Charter") hereby submits its response in the above-referenced matter.

On May 4, 2017, (b) (6)'s modem was placed on our watch list to determine the source of the service issues reported in his filing. On May 9, 2017, we confirmed that the internet service at (b) (6)'s residence has been performing at the expected level of service without any drops in service. A representative left voicemails for (b) (6) to follow up on the above-referenced information, but he has not returned our calls. (b) (6) should contact Customer Care at 888-438-2427 with any further concerns.

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

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

cc: (b) (6)  
Kings Beach, CA 96143



May 24, 2017

Federal Communications Commission  
Consumer Inquiries and Complaints Division  
Washington, DC 20554

**Re: (b) (6) - IC# 1609813**  
**Notice of Informal Complaint Service Date 5/4/2017**

FCC/CCID:

Please be advised that CenturyLink has completed a review of the informal complaint filed by (b) (6). In the complaint, (b) (6) states that he ordered CenturyLink service, and that it worked fine for the first day. The next morning it was offline, and he was unable to get help, so he stopped dealing with them. He sent the modem back, and now they say he owes them money.

Upon investigation of this complaint, it was verified that (b) (6)'s service was used for two days in December, 2016. We have no record of any calls to our repair or technical support groups regarding issues with (b) (6)'s service.

All charges on (b) (6)'s account have now been credited, and his account now reflects a zero balance.

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

Sincerely,

*Joni Duran*

Joni Duran

cc: (b) (6)

930 15<sup>th</sup> St, 11<sup>th</sup> Flr  
Denver, CO 80202  
844 840-3532  
800-366-2382 fax