

---

**Ticket: # 1282270 - Time Warner interrupts my service with their "30 second survey"**

**Date:** 10/22/2016 6:50:43 PM

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

**Company Complaining About:** Time Warner

---

### **Description**

Several times per day while I am on the Internet, Time-Warner interrupts my service with their 30 second survey that purports to give free gifts for answering their questions. However they require that you pay for these "free gifts" which are useless anyway. I don't mind that, what I object to is that their interruption is a nuisance and they won't let you decline the survey and you have to use the Task Manager to escape them, but then you have lost the site you were looking at.

---

**Ticket: # 1282285 - TWC and Frontier**

**Date:** 10/22/2016 7:36:20 PM

**City/State/Zip:** Chino, California 91710

**Company Complaining About:** Time Warner

---

## **Description**

I recently moved to the area of Chino. I am a graphic designer, student , business person and mom. I use the internet everyday for my work and business. The options and services available in my area are awful. TWC only offers internet speeds up to 100mbps for \$50 a month and Frontier is \$60 a month. To get anything faster, the price triples. I previously lived twenty minutes away. At my previous residence I had many speed options and more then just TWO competitors to choose from .

The service itself is horrible. The signal goes in and out. The online services are always experiencing errors. In the middle of a test, my internet just stopped working. My test thought I was done, when the connection stopped working and closed my test before I had completed the exam. I have considered moving to the ONE other competitor in my area. My neighbors and business contacts advice me not to. They ALL have told me they hate having Frontier. The service is spotty and they are always being billed wrong.

---

**Ticket: # 1282720 - Remote instituted loss of PC use**

**Date:** 10/23/2016 1:34:27 PM

**City/State/Zip:** Brooklyn, North Carolina 11230-1804

**Company Complaining About:** Amy Murphy

---

## **Description**

A call(s) from (b) (6) (b) (6) resulted in a remotely instituted loss of the ability of my PC to be turned on so as to access the internet. My PC has govt documents stored thereon. What do I do?

---

[Ticket: # 1283154 - google and aol email and facebook](#)

**Date:** 10/23/2016 9:35:39 PM

**City/State/Zip:** Blaine, Nebraska 55434

**Company Complaining About:** Centurylink

---

**Description**

stolen accounts, changes passwords

---

[Ticket: # 1283194 - Internet spyware scam](#)

**Date:** 10/23/2016 10:27:51 PM

**City/State/Zip:** Santa Cruz, California 95062

**Company Complaining About:** Blocked Access

---

## **Description**

This website broke into a page I had open, then froze my whole browser. I called the number, one agent hung up on me when I asked for proof they were really with microsoft - that was after he asked permission to get into my computer. A second agent just wanted access to my machine.

---

**Ticket: # 1283298 - Illegal selling of Cell Phone Jammers within the United States**

**Date:** 10/24/2016 3:21:39 AM

**City/State/Zip:** Virginia Beach, Virginia 23455

**Company Complaining About:** Sprint

---

## **Description**

Hello, being a technology specialist, I came across this website while doing a research project. I know it to be illegal to sell or advertise in the United States a device that blocks cell phone signals. Please look at this site: <http://www.thesignaljammer.com/pages/School-Classroom-Cell-Phone-Jamming.html> for a fear it is breaking the law and/or misleading its consumers. Either send notice to the provider/manufacturer and have the site taken down. Thank you.

---

**Ticket: # 1283426 - Deliberate disabling of 3g/4g cellular services**

**Date:** 10/24/2016 9:35:09 AM

**City/State/Zip:** Watauga, Texas 76148

**Company Complaining About:** Citibank

---

## **Description**

The Citibank building at 4050 Regent Blvd, Irving TX 75063 has obvious signs of deliberate 3g/4g cellular service disruption/interference/disabling throughout the building. The T-Mobile 4g lte map indicates this entire area is 100% 4g capable. Once stepping within 10-15 feet of the building all 3g/4g services are inaccessible and phones struggle to connect to the Edge/GSM network to make simple communications like calls and texts. Attempting to make a phone call results in a delay in connection if it connects at all, and many calls/texts go unsent and unreceived once within 10-15 feet of the building. The same issue exists throughout the entire building no matter where you are located.

Signal strength is 100% but can't connect to 4g until 20 feet away from the building.

---

[Ticket: # 1283477 - bad service](#)

**Date:** 10/24/2016 10:05:40 AM

**City/State/Zip:** Norfolk, Virginia 23517

**Company Complaining About:** Cox

---

## **Description**

I use cox internet service. It never works



---

**Ticket: # 1283728 - Censorship**

**Date:** 10/24/2016 12:03:40 PM

**City/State/Zip:** Newark, New Jersey 07107

**Company Complaining About:** Facebook

---

## **Description**

Dear Sirs;

I have been trying to send this complaint to Facebook Staff, I have terminated my account because of censorship. They are in violation of these rights indicated before. I have used these pictures on facebook many times before this is the first time I have ever heard that pictures of HISTORICAL Accounts is a violation to their policy. In any event I am filing this as a formal complaint against Facebook.

"This is to inform your not to use any of my personal photos or information from my Facebook page that I have deleted and will never use your service again. YOU VIOLATED MY INALIENABLE RIGHTS TO FREE SPEECH AND FREEDOM OF THE PRESS. THEREFORE any information used from these pages, BLACK PANTHER NEWS PAPER, MALCOLM EL HAJI MALIK SHABAZZ UNIVERSITY, AND MY PERSONAL, MELODY SUMMERS- DIOUF Page are off limits to YOU and your staff. I will be reassigning this names to my live podcast and Radio Shows. I used HISTORICAL PHOTOS from Google Images on my page of TWO HISTORICAL ACCOUNTS OF SLAVERY OF BLACK PEOPLE BY BLACK PEOPLE. YOUR staff sent me something in an agreement to sign which I refused to do on the grounds that it is Censorship. It is not only a violation of the U.S. Constitution but also the UNIVERSAL DECLARATION OF HUMAN RIGHTS as well. I will no longer use your service until your policy is changed.

Sincerely,

Mrs. (b) (6)

Sent from my iPad

---

**Ticket: # 1284653 - interruption**

**Date:** 10/24/2016 5:40:30 PM

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

**Company Complaining About:** Verizon Wireless

---

## Description

Consumer call back number is 773-849-2772 and he have stated that someone is using "A Man in The Middle Attach." The person is using to attacked other people cellular services within 1500 hundred feet. Location North West Building of Clark and Fullerton.

Information about the device:

Good Evening,

I have looked into the potential causes for your phone problems and am inclined to believe that your device is indeed the victim of a man-in-the-middle attack. The youtube video I link below is from DefCon 18 and goes into detail regarding how this works, but the gist of it is:

- Attacker uses signal jammer to disable communication between your device and legitimate carrier towers.
- Without carrier towers to communicate with, your device reverts from 3G/4G to GPRS/EDGE communication protocols in attempt to find any available service.
- Attacker uses a universal software radio peripheral to mimic a cell carrier base station and uses (presumably...) a European GSM frequency to connect to your device.
- In GSM, the tower dictates all of the details of the communication between itself and the device (in fact, because of FCC laws and the typical bands used for this, typically encryption will be disabled entirely).
- The attacker's fake tower can pull your IMSI (your unique identifier to your carrier), push new firmware to your device, etc. etc.

If you have some patience this weekend and want to give the authorities some useful information, try walking your neighborhood with your device and keeping track of where and when your signal is dropping. Depending on the power the attacker is providing to the jammier, you may be able to narrow down their potential location pretty significantly.

Purchasing a directional GSM antenna could also help narrow down the attacker's location. If the signal on your device goes up, the antenna is pointing toward the attacker etc.

Either way, you will want to contact your cell carrier and inform them of potential fraudulent usage on your account. Once the authorities have rectified the problem in the area, you will want to go in to a store and get your SIM card replaced and have the account noted once more (that fraudulent usage should be done at this point).

Unfortunately, until the attacker is stopped, it won't matter how many times you factory reset the device and/or replace the SIM, as they can repeat the attack trivially.

By the end of the weekend, you should contact the authorities. It may be prudent to just go straight to FBI rather than local police, as they will probably have more resources at their disposal to track and

find the attacker, but it wouldn't hurt to ask local police first... just make sure that when you contact them you use a CDMA (Verizon/Sprint, non-SIM card-using) device or are far away from your home. This reminds me, if you are going to walk your neighborhood looking to narrow down the attacker's location, try to be inconspicuous about it; do your best not to give them any warning that you are on to them, or the authorities might not have an opportunity to catch them before they take the fake "tower" down (takes seconds).

In the meantime, advise your friends with GSM devices to take the batteries out of their device if they are coming to visit so it doesn't suffer the same fate your Note 3 has.

Let me know if you have any questions.

Good Luck!

---

**Ticket: # 1285167 - Comcast**

**Date:** 10/24/2016 11:16:14 PM

**City/State/Zip:** Sacramento, California 95833

**Company Complaining About:** Comcast

---

### **Description**

Comcast made a hard inquiry on my credit. Service constantly interrupted and down. Terrible customer service. Would not let me get out of my contract even though I was paying for a service that I hardly ever received.

---

**Ticket: # 1285531 - Frontier Communications continues to cheat customers**

**Date:** 10/25/2016 10:08:37 AM

**City/State/Zip:** Irving, Texas 75062

**Company Complaining About:** Frontier Communications

---

## **Description**

I am a FIOS and phone customer of Frontier and have had trouble with them from the start. Unfortunately, they are the only provider in my neighborhood, so if I want wifi, I do not have a choice of service. I had Verizon in my house for 10 years with no problems.

Frontier communications overcharges me on every bill. I have to call them to remove charges every month, and they only do it after I get transferred to the 3rd or 4th person. The calls take at least 45 minutes each. If I don't pay the full amount (including what I do not owe), they threaten to cut off my service.

Most recently, my internet went down on Sunday. I spent an hour or more on the phone with them two different times. Both times, we did the exact same thing over and over to try to get the internet up. They finally let me schedule someone to come to the house to fix it and warned me I would likely pay a fee for the technician to fix the problem.

On Monday, they called and canceled the technician because they said the internet looked like it was working fine now.

It is still not working, and now they aren't coming out to fix it. I will have to spend another hour on the phone today, and probably wait another few days for someone to come fix it.

What is suspicious is that all of this happened one week after I asked them to discontinue my phone service because I feel like it is ridiculous that I am being charged for every local call. This was not explained to me when I started the service and is completely ridiculous. I have still not received a response, and my phone service is still connected.

---

**Ticket: # 1287037 - Internet has been compromised**

**Date:** 10/25/2016 8:56:06 PM

**City/State/Zip:** Los Angeles, California 90064

**Company Complaining About:** Att Yahoo

---

## **Description**

Our Yahoo account that is used by our ATT service-Uversise does not allow us to use the Yahoo WEb site nor Yahoo mail.. There is no redress. ATT does not have the ability to deal with the Yahoo sevice. There is no way of contacting them Last night we spent over 6 hours trying to get ATT to help us. WE finally paid 100 dollars to get the internet and web site fixed. It never was completely fixed, My husband has to use work arounds to get some of the functionality on his Macbook to function so he can receive e-mails and be able to use a web site. We have heard that one can contact Yahoo. My husband is a Judge and relies on having access to work from home.

---

[Ticket: # 1289871 - Wi Fi Jammer](#)

**Date:** 10/27/2016 1:52:58 PM

**City/State/Zip:** Spokane, Washington 99224

**Company Complaining About:** Community Wi Fi Provided By Office Management

---

### **Description**

Unable to get data ,can connect to local area network but not internet. Flux ates Neighbor admits to having device sent to her by friend. Unable to get wi Fi tv at all or if any constant blocked.

---

**Ticket: # 1289972 - PC locked up and phone number 1 877-765-8072 has to be called to unlock it.**

**Date:** 10/27/2016 2:24:13 PM

**City/State/Zip:** Tampa, Florida 33647

**Company Complaining About:** Bright House

---

## **Description**

Address that the problem is coming from is:

[http://block201.com/1hv/index.php?1581243f3c20520tfn1581243f3c20c30=%2018777670470&1581243f3c21410ffn1581243f3c21c30=\(877\)%20767-0470](http://block201.com/1hv/index.php?1581243f3c20520tfn1581243f3c20c30=%2018777670470&1581243f3c21410ffn1581243f3c21c30=(877)%20767-0470)



---

[Ticket: # 1291508 - complaint vs. malware by 1stcleaner.com](#)

**Date:** 10/28/2016 11:56:39 AM

**City/State/Zip:** New York, New York 10013

**Company Complaining About:** Ringplus

---

## **Description**

The malware came with "Accu weather" and would not release itself from my "internet page" of my cellphone unless I download their program to remove some "4 viruses from adult web sites.." I have no virus (checked with Anti virus software) and I have not visited adult web sites ever on this device ( Samsung S4). A check on the web did indicate this is a known "malignant" web site. The fact this site is allowed allowed to continue to operate is really upsetting to me and anyone that this site manage to latch on.

---

**Ticket: # 1291756 - INTERNET DOMAIN PROVIDER CONDUCTED UNFAIR BUSINESS PRACTICES**

**Date:** 10/28/2016 1:32:31 PM

**City/State/Zip:** Houston, Texas 77494

**Company Complaining About:** Wordpress.com

---

**Description**

Dear COMMISSIONER CLEBURN,

I WRITE TO YOU TODAY IN REFERENCE TO THE ACTIONS BEING TAKEN BY WORDPRESS.COM, AN ONLINE BLOG PROVIDER.

in the last month , Wordpress.com has blocked my efforts at accessing my web-blogs for purposes associated, they have not stated , however, with a forced upgrade. The Wordpress.com administrators are blocking access to users in the effort to force standing users to pay them money or lose ownership of the web -blogs operated at the Wordpress.com domain.

It is of utmost importance to receive notice prior to taking action on a matter of such significant weight. In this instance, Wordpress.com has acted as though they are serving subordinate members of society or N-\_-\_-rs that they apparently think they do not have any cause for addressing with any demonstration of re[sect.

While my Wordpress.com web-blogs remain blocked, I am unable to either delete my web-blogs and remove all web-blogs owned by me. The Wordpress.com company appears to be engaging an attempt at pilfering web-blogs and, therefore, will not allow owners access to the web-blog for such purpose that would permit the owner the ability to delete the web-blog.

I would like to state that each of the web-blogs that I have established are associated with business. The actions taken by Wordpress.com only replicate an attempt by the administrator owners to pilfer blacks of their rightfully owned online businesses.

I consider the actions taken by Wordpress.com to be racist and discriminatory and I demand to have access to my web-blogs in order to discontinue each of them.

I would state, however, that , as a result of their disputations and racist actions, Wordpress.com may be inclined to simply delete each of the web-blogs without permitting the owner the opportunity to make necessary adjustments that would satisfy their online web-blog concerns and the best interest of the company data that is presented.

I would ask that the U.S. Department of Justice and (b) (6) correspond the importance of engaging in making their demands for upgrades or dismissals a conciliatory manner as opposed to the rather scathing manner by which the company now attempts to make their demands.

As a user of Wordpress.com, I have more than appreciated the 'free' access that I have received over the period of time that I have remained a Wordpress.com user. I have, however, other aims and goals and, should Wordpress.com elect to demand an upgrade, it must be my free choice to be permitted to choose to upgrade or discontinue my Wordpress.com web-blogs.

At this time, it is my choice to discontinue, in part, as a result of the caustic manner in which I have been entreated as a loyal Wordpress.com user. I consider the business web-blog and the news web-blog that I have conducted at the Wordpress.com domain to be a commendatory manner by which Wordpress.com has been represented.

Now, while the Wordpress.com administrators choose to force an upgrade, I would consider it circumspect that I should be permitted to make a choice as opposed to be so rudely and unappreciatively forced to pay or surrender my web-blogs.

I ask you assistance with resolving this matter as soon as possible.

Thank You

(b) (6)

DAARRE Initiative Project Founder, Director

---

**Ticket: # 1292229 - First amendment violation, censorship of political speech**

**Date:** 10/28/2016 4:43:58 PM

**City/State/Zip:** Belle Plaine, Minnesota 56011

**Company Complaining About:** Facebook , Google

---

### **Description**

I was having a discussion/debate on Facebook, and at the very mention of Hillary and Obama in a negative light (opinion based I have screenshots as proof) I was banned. No longer able to log into my google homepage either. Obviously, I still have internet, as I was smart enough to try yahoo. I would like to know how this is possible?! Someone is obviously able to control my computer remotely, and for basically nothing! Do I contact local police, a lawyer, or all of the above?! I did leave Facebook a voicemail.

---

**Ticket: # 1292624 - 4G anti gaming interference**

**Date:** 10/28/2016 10:42:32 PM

**City/State/Zip:** Glendale, Arizona 85301

**Company Complaining About:** T Mobile

---

### **Description**

Around Atlanta, in 4 different locations I have not been able to play my x360 portable game via my 4G T Mobile system Oct 26-28. It works fine all over USA. But here the internet for the phone and my laptop is fine, but there is some sort of delay that causes .5 to 2 second delays in my game. So this is some kind of interference to stop gaming via 4G. But as a Truck driver, I need this 4 G service for everything, including gaming.

---

[Ticket: # 1293371 - Slowing data](#)

**Date:** 10/29/2016 9:34:51 PM

**City/State/Zip:** Houston, Texas 77077

**Company Complaining About:** T Mobile

---

### **Description**

My data is being intentionally slowed down by T-Mobile. I called them and they admitted because I gave high data usage that they are slowing my data down.

---

[Ticket: # 1293400 - No internet 7 days](#)

**Date:** 10/29/2016 10:56:42 PM

**City/State/Zip:** Sanford, North Carolina 27330

**Company Complaining About:** Windstream Communications

---

### **Description**

No internet connection for a solid week even though I've made online reports & via telephone. Plus there is no credit given to your account no matter how long you are without service. Is this fair?

---

[Ticket: # 1293787 - ads on CNNgo play 10 dB higher sound level than programming](#)

**Date:** 10/30/2016 2:34:13 PM

**City/State/Zip:** Gainesville, Florida 32606

**Company Complaining About:** AT&T

---

## **Description**

The sound level of the commercials is ~10dB higher than the programming.



---

**Ticket: # 1293830 - Russian threatening voice interrupted stream CNN show broadcasting**

**Date:** 10/30/2016 3:52:01 PM

**City/State/Zip:** Muncie, Indiana 47303

**Company Complaining About:** Comcast

---

## **Description**

On November 30, 2016, between 1:10 pm and 10:20 pm, while I was watching CNN GPS television show streaming via SLING, I experienced three times interruption with loud male voice in pure Russian: "Do not listen to this show! Do not watch this show! These are lies!" (Не слушай эту программу! Не смотри эту программу! Это - ложь!)

This happened during a segment of the show covering Russian (Putin's) interference in US presidential election.

This is annoying and threatening interference into my privacy to me as an American citizen and a Russian native speaker.

(b) (6)

Ball State University, Muncie, Indiana

---

**Ticket: # 1293886 - Comcast data limits**

**Date:** 10/30/2016 4:53:23 PM

**City/State/Zip:** Seattle, Washington 98199

**Company Complaining About:** Comcast

---

### **Description**

I have received a notice from comcast that my data is being limited. I'm writing this on 10/30/2016 and the data limit is start in just 2 days (11/1/2016). My water, garbage, electricity, or any other utility has never been limited and unlike those services which are tangible...were not running out of internet.

---

**Ticket: # 1294576 - neighbor interfering with tv, phone and internet**

**Date:** 10/31/2016 11:28:14 AM

**City/State/Zip:** Anniston, Alabama 36201

**Company Complaining About:** Cable One

---

### **Description**

I have a neighbor with a CB Base Station in his home and he is transmitting so much power he is interfering with my TV signal, my home telephone has static, hangs up on me or whoever I am talking to says its choppy. His transmissions prevent me from connecting to the internet with my wireless computer. I have had the cableone tech out here and they see the problem and (b) (6), a supervisor, recommended that I contact the FCC.

---

**Ticket: # 1294928 - Illegal LA Times Ad with no option to X out**

**Date:** 10/31/2016 2:02:34 PM

**City/State/Zip:** Sherman Oaks, California 91411

**Company Complaining About:** Time Warner

---

### **Description**

This ad does not allow me to X out and close it, making the content that I am trying to read unreachable. Please fine these jerks!

<http://www.latimes.com/socal/glendale-news-press/news/tn-gnp-me-safetybrief-20161028-story.html>

---

**Ticket: # 1295225 - Gps/Gsm jammers**

**Date:** 10/31/2016 4:05:34 PM

**City/State/Zip:** Ldoz, Alabama 20580

**Company Complaining About:** Toya

---

## **Description**

Hello,

I would like to inform you that there are many sellers who are still providing gps jammers on Ebay and they offer shipping to the USA. Here are ebay item numbers:

201703614656; 112188416799; 112188301476; 322309963291; 222299601697

I had contacted ebay several times but they didn't do anything about it. I think that they are jamming my wifi signal.

Regards,

---

**Ticket: # 1295355 - Internet/customer service**

**Date:** 10/31/2016 4:59:45 PM

**City/State/Zip:** Newberg, Oregon 97132

**Company Complaining About:** Frontier Communications

---

### **Description**

Me and my ex roommate been dealing with Frontier Internet problems for a week. There was interrupted service for about 5 days minimum, bad incompetent customer service, miss information at every phone call. In 2016 when my business and everything else runs through Internet it's ridiculous that their response time is 3 days minimum and up to and further then 2 weeks. A simple account switch needed to be done. On 29th a technician showed up at my house, I was not notified. I was told it'll be done remotely. Thankfully hour and some later without actually doing anything on my property Internet was alive. Today 31st same month, brake in the line, no technical help until 2nd. AM I supposed to run my business from a coffee shop?

---

**Ticket: # 1295489 - Signal Interference**

**Date:** 10/31/2016 6:15:27 PM

**City/State/Zip:** Sandy, Utah 84070

**Company Complaining About:** Rise Broadband

---

**Description**

Tower blocked by new construction making phone and internet service impossible.  
Please see attached form.

---

**Ticket: # 1295599 - person interfering with internet and phone service, unlawful connection to wireless and phone service**

**Date:** 10/31/2016 7:24:41 PM

**City/State/Zip:** Ga, Georgia 30324

**Company Complaining About:** Sprint

---

## **Description**

When I'm speaking on phone hear other people speaking in background of phone, other than person, I'm speaking to. I believe the person is cyber\stalking . Also may be unlawfully using a person number familiar to you, in order for you to answer phone. I believe the individual live within my neighborhood. I believe someone has used my phone number for unlawful conduct. Cutting me off the internet. Not allowed me to go to certain web site. Turning off internet, when I call to Sprint prepaid. Person answer like customer service. The representative will state to me you are out of data, attempt to sell me more data, stating my plan is 35.00 dollar monthly with one Gig data. My plan is 35.00 monthly unlimited talk text, data, with 1 gig of high speed data. But unlimited data at lower speed. Sometimes data is used so rapidly. When I have not been on internet to use data. I believe data is being used by someone close in my area. Bashing of the phone, the TV signal. When I live on the same street as the free network Public Broadcasting PBS network, and cannot get the cooking channel. I called pbs they stated it was not lawful for someone to block free signal. But it's blocked from our viewing. I believe the person is using data, then trying to sell more high speed data.



---

**Ticket: # 1296431 - Neural Terrorism (FBI WEBSITE BLOCKING REPORTS) TECH HELP HACKED THE FBI WEBSITE HELP**

**Date:** 11/1/2016 12:06:49 PM

**City/State/Zip:** Simi Valley, California 93063

**Company Complaining About:** AT&T

---

## **Description**

while accidentally hacking the FBI website using = to reset character limit

message contains "Note tech department while bypassing the characture remaining i believe i reset by eating "=/" or something= at the beginning at the end then delegated one "=" and it did reset the character limit on second attempt to submit message. Investigate . I wish you to forward to the FBI I had no intention of Hacking the FBI tips submit Note I am a mind control victim discovery was made by obersvaion of the NSA. I am reporting BRAIN INTERFERENCE TO HACK THE FBI WEBSITE BY REMOTE artificial intelligence PROCLAIMED AS SECRET SERVICE . There is none this I'm complaint of the NSA hacking FBI website with mind control

---

[Ticket: # 1298434 - Internet & home phone](#)

**Date:** 11/2/2016 12:41:45 PM

**City/State/Zip:** Los Angeles, California 90059

**Company Complaining About:** AT&T

---

## **Description**

I am constantly having static on my home phone line. This issue has been continuous over the past 16 years. A technician will come out the problem will go away for a couple of weeks and some times days and then reoccurs. I have constant issue with my internet no working with no explainable reasons due to me not purchasing an at&t modem.

---

**Ticket: # 1299017 - Cox Communications Bundle service outages****Date:** 11/2/2016 4:16:00 PM**City/State/Zip:** Las Vegas, Nevada 89106**Company Complaining About:** Cox

---

**Description**

We have had an abundance of service outages with Cox Communications for 6 months now. It is usually Internet/phone but we've also had cable tv outages as well.

I call them about 3 times a month which is all documented on their call logs. I'm not getting a answer as to why we are having so many outages in our 89106 area. Usually they tell me it's because we are very close to the main office which houses their equipment. I've been with them since around 2000. I never had these issues before. Someone told me they installed new equipment around the time the outages started happening. I'm still a paying loyal customer and this is not acceptable. I have lost faith in this company and fear this will keep happening. They put in an escalation report a month ago and no one got back to me. I've called Channel 13, the PUC and you to get answers. I just want uninterrupted service. I'm paying quite a bit for this bundle package. I can switch to another provider, however that would mean changing our email addresses which affects our business.

Please do something to get this fixed. I would so appreciate it!

Sincerely, (b) (6)

---

**Ticket: # 1299410 - entergy Louisiana**

**Date:** 11/2/2016 7:04:17 PM

**City/State/Zip:** Marrero, Louisiana 70072

**Company Complaining About:** Boost Mobile

---

## **Description**

Entergy Louisiana has continued to overlook differences segments accruing through my email address demanding to disconnect services this information was allowed through boost mobile network allowing these attacks as entergy Louisiana and boost mobile continue to deny and refused to submit claims as reported by residents at (b) (6) Marrero, Louisiana 70072 as These companies are allowed to market family as general population causing massive corruption information not timely reported by these businesses kwh on account has drastically change

---

**Ticket: # 1300523 - Hotel Possibly Blocking Third Party Wireless Broadband Signals**

**Date:** 11/3/2016 2:01:48 PM

**City/State/Zip:** Houston, Texas 77098-3221

**Company Complaining About:** AT&T

---

## **Description**

I am attending a legal seminar (CLE) at the Radisson Hotel and Suites at 111 E. Cesar Chavez St, Austin, TX. I am using both an iPhone 6 and an iPad Pro during the sessions, both connected to AT&T cellular internet service. The iPad has an unlimited data plan. After the first hour or so of the conference this morning, the Internet service was essentially unusable even when several bars were showing and then I started getting warnings that I could not establish a "secure connection" and so connection was denied - almost like there was a network intervening to tell me my connection was substandard - - new error message I have not seen before.

---

[Ticket: # 1301496 - eavesdrop](#)

**Date:** 11/3/2016 10:07:56 PM

**City/State/Zip:** Chelsea, Massachusetts 02150

**Company Complaining About:** Comcast

---

### **Description**

I Am An Advocate An My Pc Has Been Acting Up And When I send out my emails it prevents me from sending i Have File A Complaint Against The City Manager In Chelsea As Well As see click fix Website For Intimidation And Threat Towards me And These Phone Numbers Has Been Showing Up Rather Than My Primary Phone Number It Auto Complete Basic Info On A Complaint. (b) (6) [REDACTED]  
[REDACTED] I Have Sent These Numbers to the Do Not Call Registry.

---

**Ticket: # 1301499 - extreme internet and all wireless device jamming/interference**

**Date:** 11/3/2016 10:10:33 PM

**City/State/Zip:** Las Vegas, Nevada 89143

**Company Complaining About:** Cox

---

## **Description**

extreme interference and jamming of wifi, cell phone, andything with wireless signal. The interference is so bad that display screens are getting a black snow effect from how strong the signal is and i fell a constant static charge on my skin. my skin is getting rashed and scally as well as darkening and whitening in the pigment of my skin. i break out in sweat and feel drained when this is going on. its starting to become unbearable and is making me very sick. I believe my brother in law who lives here is somehow involved wheather knowingly or unknowingly, as in someone could have asked him to do this. I would like the house inspected and checked out since this is very unbearable for me and i constantly feel sick now and have no phone to even call for help if needed.

---

**Ticket: # 1302581 - Poor Connection - Lack of Service - Quality of Service = lag time.**

**Date:** 11/4/2016 2:15:17 PM

**City/State/Zip:** Northfield, New Hampshire 03276

**Company Complaining About:** Metrocast Cablevision

---

### **Description**

Cable service consistently hangs up or lags, SPEED is NOT adequate or equal to Providers claim.

Very crappy service

Internet completely cuts out and is unusable when I receive phone calls due to the interference from the phone calls.



---

**Ticket: # 1302765 - TV Broadcast CNN interruption before election.**

**Date:** 11/4/2016 3:05:57 PM

**City/State/Zip:** Ypsilanti, Michigan 48198

**Company Complaining About:** Directv

---

## **Description**

(b) (6)

---

**Ticket: # 1304365 - Inability To Stream Movies**

**Date:** 11/6/2016 1:54:37 AM

**City/State/Zip:** Euless, Texas 75206

**Company Complaining About:** Charter

---

**Description**

I spoke to Toya in Kentucky. I explained to her the inability to stream movies. This happens on a random basis. It can occur in the daytime or at night. Usually, it occurs after 8pm. I am tired of asking Spectrum Technical Support to get to the problem.

Please check into the "bandwidth" usage on my property as soon as possible. Spectrum has "failed" to check into this problem and monitor the usage on the property. I believe someone is manipulating the bandwidth at the Post Oak Place apartments.

Please file for a subpoena to gain access to customer files and any file sharing and internet overuse mandated by state, federal and local laws.

I am sure rules and laws are being broken where Spectrum is not monitoring their customers as aggressively as they should to ensure safety and adherence.

Furthermore, I am using expensive ethernet cables that offer no resolution.

Over the past twelve months, I have informed Spectrum of these problems with little or no resolution.

Feel free to take action as necessary to resolve this issue.

(b) (6)

---

**Ticket: # 1304512 - Use of e-mail address**

**Date:** 11/6/2016 11:40:19 AM

**City/State/Zip:** Middletown, New York 10940

**Company Complaining About:** Frontier Communications

---

### **Description**

I have had an e-mail address since the 1990's. I was forced to switch DSL suppliers because another phone company blocked the issuing company from providing service. However, we wanted to retain our e-mail address. The first company charged us for continuing to use the address a month amount. Should you e-mail address be like your phone number... once issued they remain with you without charge for ever no matter what company becomes the supplier? I would think so. Please advise.

---

**Ticket: # 1305003 - High intense electrical or radio frequency, or powerful energetic disturbance, origin or source unknown**

**Date:** 11/6/2016 10:11:24 PM

**City/State/Zip:** Jackson Heights, New York 11372

**Company Complaining About:** There Is No Company. I Already Contacted Time Warner Cable And Had Them Diable My Wifi But The Problem Persists Just As Bad

---

## **Description**

I have contacted your department some months ago about the fact that the neighbor can pin point my whereabouts in the apartment and was able to disable my passwords when I try to log on to my bank & other utility sites, she is able to disable my dvd/blu ray. I've dealt with the ongoing issue as best as possible, but now things have taken a much more serious and dangerous route. Now I have been experiencing a horrible surge of 'electrical charges or emissions'. I called my internet provider to remove my wifi in case something has become damaged and emitting these strange sensations I am feeling. My arms have been tingling, my mouth has been horribly dry I can hardly open my mouth, my head has been automatically. but worst of all is the rapid heart beat, my whole chest feels like a pressure and agitated and I am very fearful for my well being. This started Friday night, where is this coming from. I called my landlord to have him send me an electrician that can gauge the electrical activity in my apartment. I got so sick and worried that I called 911 but they sent the fire department who probably thought I was imagining things because they are not familiar with this kind of problem. So who do I call to help investigate what is going on with my electronics, and now more seriously, my health and life. I am sitting here shaking because I can not control whatever is my body is picking up. My bowels have also been frequent today and yesterday when all this started happening. I am also almost positive that the high levels of 'currents of radio frequency?', electrical surges that are physically hurting me is coming from the woman upstairs me. If she has the technology to pinpoint my whereabouts (as she now audibly lets me know by her loud steps on top of me that she knows where I am with sudden movements within my apt. What kind of equipment is she using and the intent of what she is doing is illegal. You are the FCC, you must know what it is and how to validate what I am saying, please, it's true I may not be anyone special, politician, dignitary, or other elite individual but I am important to my children and grandchildren. Please investigate my claims, I beg you before she seriously hurts or kills me. Don't you have sophisticated equipment that can monitor and record high spikes of energy be it electrical, be it via radio frequency. Please, I am at a great loss here if this continues.

---

[Ticket: # 1305101 - internet connection](#)

**Date:** 11/7/2016 2:57:05 AM

**City/State/Zip:** Irvine, California 92618

**Company Complaining About:** Cox

---

## **Description**

I did not got Cox cable, only wireless internet. I do have Amazon Prime. However, any time I try to watch a movie or a show on Amazon Prime, Cox cuts my internet access. This happens at least over 15 time per month. I contact them several times about the issue, but they keep giving me the excuses that is something to do with my computer. I use my computer at other places, such Starbucks, local library and so forth, and I never have an issue with the internet connection.

---

**Ticket: # 1305218 - Removing Service**

**Date:** 11/7/2016 10:06:40 AM

**City/State/Zip:** West Ocean City, Maryland 21842

**Company Complaining About:** Comcast

---

## **Description**

I called Comcast this morning to remove the cabled for a house I just purchased and they refused to do it.

I bought the house this summer and I want the cables off the house. They are not safe around trees and the media in them is gross. They said they are keeping them for future homeowners, but that is disrespectful to me, the current owner. They are trespassing on my home, but if I sever the cords it could be considered litter if the cables dangle in the street - and they could come trespass their cars to reattach the trespassing wires. They are not a required utility, like electricity, but acting like it.

**PLEASE MAKE COMCAST TAKE THE DAMNED WIRES AWAY!**

---

[Ticket: # 1305335 - Comcast Internet and Phone Service](#)

**Date:** 11/7/2016 11:23:02 AM

**City/State/Zip:** Marion, Arkansas 72364

**Company Complaining About:** Comcast

---

### **Description**

Our business is continuing to have more and more internet connection problems each day. Numerous technicians have been out but no one can determine the problem.

---

**Ticket: # 1305559 - Suspected use of a jammer or configurations blocking internet access to mobile devices**

**Date:** 11/7/2016 1:01:52 PM

**City/State/Zip:** Hamlet, North Carolina 28345

**Company Complaining About:** Richmond County Schools

---

**Description**

My name is (b) (6) and I am student attending Richmond Senior High School in Richmond County, North Carolina.

I have reason to suspect that a jammer, similar device, or network configurations of my school's Wi-Fi are blocking access to the internet on mobile devices.

Although the Wi-Fi signal can be connected to on a mobile device, websites will not load and Apple iMessages will not send. The symbol that certifies that I have connected to a working wireless network is even present on my device during these attempts to access the internet. Other students are reporting this problem also stating that "everything has been blocked."

My school's wireless network, when accessed through a school computer or laptop, does not experience this problem however. This leads me to believe that administrators are impeding internet access on phones and other mobile devices with intent to halt communications coming from the students of the school.

Myself and others have experienced these such interruptions since, at latest, Friday, November 4th, 2016 at 7:30 AM. At the time of this complaint, sent approx. 12:00 PM, Monday, November 7th, 2016, these issues with the wireless network persist. This interruption is occurring in Richmond Senior High School and is expected to be operated by Richmond County Schools.

Attempts to communicate with teachers has proved unsuccessful as all asked regarding the issue have stated that they are unaware why the problem is occurring.



---

**Ticket: # 1305954 - Internet outages****Date:** 11/7/2016 3:39:51 PM**City/State/Zip:** Parker, Colorado 80134**Company Complaining About:** Comcast

---

**Description**

I have had problems with my internet service constantly going out for several minutes at a time since 2012. Typically, the nearest IP address in my route out to the internet (i.e., the first point owned by Comcast) goes down during all of this, for several minutes at a time. About 90% of the time when this happens, my cable modem will also reboot during this outage. These problems are all upstream from my house, as I have shown to comcast through pings and traceroutes that I provided to them on several occasions. However, Comcast continues to blame everything else in my house, including my wifi (even when I'm not using it) or, even in one case, static electricity buildup in my cable modem (an grounded circuit approved by the FCC for non-interference!) They blamed an old modem at one point and told me to get a Docsys3-compatible one. I bought one that was on their list of "supported" modems. The only difference this made was that their support people took the cable modem off their scapegoat list. Unfortunately, my problems have only increased with this newer modem. (I also can't access the admin panel in this modem, even though I OWN IT!!!)

The last time I communicated with Comcast's help desk was in May, when on two different occasions, their help technicians assured me my problem had been resolved:

Chat from 20160505

Cyrielle

10:33AM

Rest assure that the signals and refreshed data I send to speed up your connection and to make it stable. The data I sent will be gradually synchronized in your modem. I assure you that your connection will be stable now.

Chat from 20160510

Liberata

9:51AM

As far as my system is concerned, it's completely resolved.

Since then, I have had the following known/documented outages:

May (starting on 5-12, just two days after the last time Comcast "resolved" this issue): 18 outages on 7 days

June: 25 outages on 8 days

July: 10 outages on 5 days

August: 7 outages on 4 days

Sep: 7 outages on 4 days

Oct: 22 outages on 11 days

Nov: 9 on 4 days so far, (including a 38 minute outage today that followed five previous outages this morning)

Another reason I'm certain the problem is with Comcast (in addition to where traceroutes show the outage to occur) is because the problem is intermittent. If it was my router (or any other specific device on my local network) the problem should be consistent and steady, and not inconsistently - with ONLY the handful of protocols that it happens with. These outages increased throughout the rest of may and June, then slowed down again. From Jul 23 to Aug 17, were no outages. Since then, the problems have steadily been increasing again, and I have had 5 outages this morning so far. I've noticed these issues rarely happen when I'm simply web browsing, but as soon as I do any of the following activities, the outages start occurring, as well as network latency (ping times) increasing dramatically:

- \* ssh
- \* openvpn
- \* Streaming video from netflix or amazon

This morning, anytime I do ANYTHING over either ssh or openvpn, the network starts dropping packets for about a minute, until it will completely stop responding at all to anything from my home for up to another 5 minutes. As a full-stack web developer, this makes it nigh-impossible to do my job, especially remotely.

Not only do these outages fly in the face of "net neutrality", but at this point I don't feel like Comcast is even honoring their contractual agreement with me: I pay them \$50+ per month, and their service is completely unreliable. It would sure be nice if someone could get Comcast to take this issue seriously and fix it after all of these years!

PS

Just a thought: If Comcast is going to start imposing usage quotas on it's users, then shouldn't Comcast be regulated the same as any other metered utility? (For example, who is regulating that Comcast's means of measuring the amount of bandwidth used by any one of their customers is honest and consistent?)

---

[Ticket: # 1307026 - No internet service.](#)

**Date:** 11/8/2016 9:31:46 AM

**City/State/Zip:** New York, New York 10030

**Company Complaining About:** Verizon

---

## **Description**

I have not been receiving no internet service. Verizon continues to slow it down shunt it off or other types of interruptions. They tell me to turn the modem on and off it doesn't work. Someone in my residence is interfering with my service as well because this did not began until they installed their systems in my building. My previous case #657905

---

**Ticket: # 1307833 - Mass market disability entitlement**

**Date:** 11/8/2016 5:08:40 PM

**City/State/Zip:** Marrero, Louisiana 70072

**Company Complaining About:** Boost Mobile

---

## **Description**

We continue to receive threatening communication concerning a disconnect of Entergy Louisiana permanent address (b) (6). Marrero Louisiana 70072. Cell phone number listed . LPSC has continued to overlook differences among segments in this market and boost mobile has assisted by by utilizing cell phone services provider and plan reviews and has failed to report paid taxes for the use of (b) (6). And (b) (6) the wife of (b) (6). Permanent address of (b) (6). Marrero Louisiana 70072 entitlement of permanent disability entitlement. Boost mobile has assisted in the delay of transparency and accuracy and accountability causing massive terrorist and hardship on family life as These companies continue to discriminate. I have provided documents of how Kwh monthly kwh change from 900 to it's high of 3000 and acknowledgement of Entergy mistakes and how (b) (6). And family are forced to pay for this company mistakes

b  
)  
(  
6  
)

---

[Ticket: # 1308291 - blocking email access](#)

**Date:** 11/9/2016 3:47:13 AM

**City/State/Zip:** Chapel Hill, North Carolina 27514

**Company Complaining About:** AT&T

---

## **Description**

accessing my email accounts forcing a reset on one which I am unable to get reset. Some people in my community have accessed my passcodes while I have been asleep but that isn't an internet problem.

---

**Ticket: # 1308788 - Kmart text messaging**

**Date:** 11/9/2016 2:22:14 PM

**City/State/Zip:** Palm Bay, Florida 32905

**Company Complaining About:** Sprint

---

### **Description**

Every twelve or so hours 562-78 KMART SMS sends a text to my cell phone advertising whatever products! I keep replying !!! UNSUBSCRIBE !!! but all they reply is "I don't understand" ....I never joined anything from Kmart as Kmart is just another rude company going out of business!...I am being gang stalked and I get all kinds of pestering pay attention to me take up my time and use up all of my resources abusive attacks and it is using up my cell phones battery so I have to charge it all the time...namely irritation...there is a constitutional amendment added to our USA constitution during world war two so in 1940 -1945 making gang stalking illegal and the law defines its a felony to gang stalk!

---

**Ticket: # 1309779 - Continued Issues with Internet Services (Comcast)****Date:** 11/10/2016 9:52:53 AM**City/State/Zip:** Dearborn, Michigan 48124**Company Complaining About:** Comcast

---

**Description**

I filed a complaint before regarding the poor services I am receiving from my ISP. Once again, the problems surfaced in July, of this year. There has been at least 12 services techs out to my home since then. The problem started with my phone services not working (no dial tone). From there it shifted to the internet (losing connectivity, extra long buffering, slow page loads (like a dial up service)) I have problems connecting to the internet with my digital TV without the TV rebooting. The company told me that the problem stems from the manufacturer. I went to the manufacturer, they stated the problem is with the ISP. The technicians stated that they did not know what was causing the problem. However, I noticed several times that the current tech servicing my issue would undo what the previous one did. The company also changed my phone number two different times without notifying me. I asked them why this was done without my permission. They stated it was done in error. I asked if the original number was restored, would the service work properly and was told Yes. However, the service does not work properly.

Right now, I have the same issues with the internet. My digital laptop lose connectivity to the internet. The digital TVs will not stay connected. My fax does not allow me to either send or receive faxes. They stated that this was the manufacturer's problem. However, prior to July of this year, the fax machine worked. When someone tries to call me, they get a fax signal. I have tried over and over and over to work with the company. As mentioned at least 12 service guys have been out to my home since July of this year. I was also charged for the technician's visits. Please, please help! Thank you very much.

---

**Ticket: # 1309820 - Horrible service**

**Date:** 11/10/2016 10:36:03 AM

**City/State/Zip:** Largo, Florida 33778

**Company Complaining About:** Bright House

---

## **Description**

I pay for 100 mb of internet I am lucky if I get 20 half the time. My tv pixels my internet is the worst hard to do my disability sons school work. He is home schooled. Now there are telling my bill went up to where it is not suppose to be. They hung up on me costumer service is horrible. I have had 6 different technician to my house and they say it is interference. Why should I have to pay for something that I am not getting and they jack my bill up to higher price then what they told me to begin with. I though frontier was bad this company is worse hate it. They need to fix this problem they are having not happy at all.



---

**Ticket: # 1309996 - DIRECT TV AND HATEFUL NEIGHBOR VIGILANTES**

**Date:** 11/10/2016 12:20:37 PM

**City/State/Zip:** Long Beach, California 90815

**Company Complaining About:** Roku

---

**Description**

My iPhone has not backed up in 6 months, and my computer is frozen deliberately when I am not on the internet nor do I have an internet account at home. Someone is able to increase or block the electrical flow inside of the house, there are several wi-fi individuals on my cell one being (b) (6) and another (b) (6) and last night it was DIRECT ROKU. Additionally, there are 6 Charter Cable Wi-Fi users with activity recognized on my cell phone in my bedroom, alone. Somone is able to turn on the electricity inside the condo for the TV to come on without being actually turned on, and someone is ripping off my writing on my computer to a Virtual Store.

T-Mobile tech supports indicates that someone is running an unsecured internet either next door, or underneath me. This would be explain why my cell phone is blocked from charging when I try to plug it into a socket, and my appliances stay on for a period of time even after being shut off.

Someone is running a WiFi Hot spot through my condo.

Despite all this, there are TWO SATELLITE DISHES allegedly installed by Direct TV which they refuse to remove. This is because some sick wacko neighbor has decided to live stream my life by an illegal hack. I have notified the Mayor of Long Beach, Long beach PD and the FBI

---

**Ticket: # 1310147 - Multiple failures to deliver emails from sbcglobal to cox customer**

**Date:** 11/10/2016 1:30:08 PM

**City/State/Zip:** Laguna Niguel, California 92677

**Company Complaining About:** Cox

---

## **Description**

Over the last two months, I have not been receiving emails sent from a sbcglobal customer to my cox email address. The originator is receiving failure notices due to time-outs. The relevant emails are addressed to multiple addressees. Messages from other recipients replying to all recipients are received by me successfully. My cox address is correct in all the emails I receive indirectly in this fashion. Cox technical support states that the problem is that they are receiving a large number of spam messages from other ISPs and are throttling the input, so the messages to me are being rejected by their failure to respond adequately to the input streams from specific ISPs. This constitutes denial of service to me.

---

[Ticket: # 1311208 - Id's, child molestion, hostaging, killing, etc.](#)

**Date:** 11/11/2016 11:03:05 AM

**City/State/Zip:** Waynesboro, Virginia 22980

**Company Complaining About:** Boost Mobile

---

## **Description**

Attempting id theft from us citizens. Hostaging and misplacement of children. Killing doing in all their might to aid to destuction for selfish purposes.

---

**Ticket: # 1311340 - INTERNET AND PHONE WIFI RECEPTION BEING BLOCKED**

**Date:** 11/11/2016 12:25:58 PM

**City/State/Zip:** West Hills, California 91307

**Company Complaining About:** T Mobile

---

## **Description**

HELLO,

I AM WRITING IN TO COMPLAIN ABOUT THE INTERNET AND PHONE WIFI RECEPTION AT (b) (6) WESTLAKE VILLAGE, CA 91363 (b) (6)

for more than 6 hours a day the internet connectivity and wifi reception is horrendous and we think it has to do with a company called Inphi. We believe they are blocking access - we would please have you research this and determine if the remaining tenants in the building can have cell towers at the front and back of the building. This is becoming ridiculous and my son has attempted to contact me several times for emergencies and has not gotten to me. I have to walk out of the building to the street in order to utilize my phone. This is unacceptable.

---

**Ticket: # 1311501 - Availability**

**Date:** 11/11/2016 2:06:00 PM

**City/State/Zip:** Marrero, Louisiana 70072

**Company Complaining About:** Vonage

---

## **Description**

Vonage has limited plan of services not allowing family to answer telephone Vonage has deferred services (b) (6) by directing all calls directly to voice message at this time my family has been restricted from services paid for

---

**Ticket: # 1311864 - Spectrum**

**Date:** 11/11/2016 5:43:47 PM

**City/State/Zip:** Belding, Michigan 48809

**Company Complaining About:** Charter

---

## **Description**

Spectrum (Charter) put a new combined modem for phone service and internet in due to the old one quit working properly. This caused a popup message when I tried to access the internet requiring that I click to agree to their internet terms and conditions. At first, I thought it was a phishing virus, until I called and asked Spectrum if it was theirs. I told them I would gladly sign a paper terms and conditions but I would not click the one on the internet. They refused to allow me a paper copy to sign. It hindered my internet access while Spectrum charged me full price for the internet. It was with no warning whatsoever that my internet access was hindered. It, also, broadcasted my name, my address and who my internet provider is. This leaves their customer open for hacking, ID theft and for internet phishing scams and viruses. I feel Spectrum should be forced to give customers the option to sign paper form of agreement. I feel Spectrum should be fined for their tactics and they should reimburse me and other customers that they hindered internet service to while charging full fees. Further, I called Comcast to check on getting their service and Comcast said that this is Spectrum's service area and they will not go into Spectrums area. If you need further info please call.

---

**Ticket: # 1313067 - Browsers Is Redirected To a Cable Co. Legal Agreement**

**Date:** 11/13/2016 11:51:19 AM

**City/State/Zip:** Martin, Tennessee 38237

**Company Complaining About:** Charter

---

### **Description**

My wife signed up for cable TV and the Internet. We have had Charter Communications for approximately 7 months. Today when I loaded my browser I was redirected to the Internet provider legal agreement web page and I wasnt allowed to use any of my browsers. The cable\internet company would not allow me to use any of the browsers I have and wanted me to agree to a legal document that was in my wifes name. I did not want to agree to something in her name. Thank You

---

**Ticket: # 1313391 - Year-long Internet outage with Comcast XFINITY (block wide!)**

**Date:** 11/13/2016 7:48:43 PM

**City/State/Zip:** Highland Park, Illinois 60035

**Company Complaining About:** Comcast

---

## **Description**

Comcast Internet uses a system that relies on a cable line which is shared with the surrounding community. While this is all well and good in most cases, every single one of my neighbors with Comcast Internet has been experiencing outages for the last year. Technicians have been to my house at least once a month for the last 12 months (as well as surrounding addresses) but have yet to fix this issue. When I called into customer service yesterday, I was told that our router has experienced 128 outages in the last 3 months. I'm hoping there is a way to get my hands on this data. The supervisor I spoke to said he took screenshots of all outages and interferences dating 12 months back to file a claim for a refund/credit. Our approximate price per month for Internet has been \$61/month, so I filed an escalation claim to receive a refund or credit of over \$500. This is the escalation claim: Escalation #: 039316367

We wanted to double-report this issue and thank you for your help and advocacy in this matter.



---

[Ticket: # 1313401 - Internet connectivity](#)

**Date:** 11/13/2016 7:58:15 PM

**City/State/Zip:** San Diego, California 92115

**Company Complaining About:** AT&T

---

### **Description**

AT&T had been informed about the internet connectivity issue I have, the wifi keeps disconnecting and is now involving my service with Verizon, because it keeps disconnecting I have been charged more data from my cell phone provider.

---

[Ticket: # 1314466 - Home security](#)

**Date:** 11/14/2016 4:07:24 PM

**City/State/Zip:** Upper Darby, Pennsylvania 19082

**Company Complaining About:** Comcast

---

### **Description**

On bed rest and comcast is harassing me to do there job that I already did. I'm annoyed frustrated and irritated that my health isn't being taken seriously

---

[Ticket: # 1315703 - lax isp and boingohotspot blocking all websites and uses redirectors](#)

**Date:** 11/15/2016 1:12:04 PM

**City/State/Zip:** Healy, Alaska 99743

**Company Complaining About:** Lax Airport And Boingohotspot

---

## **Description**

LAX wireless and boingohotspot colluding to block normal websites like gmail.com and straighttalk and all others. when I tried to do a fcc complaint I was continually redirected to boingohotspot website!!!

---

**Ticket: # 1316857 - Internet service through Winstream**

**Date:** 11/15/2016 11:46:40 PM

**City/State/Zip:** Bridge City, Texas 77611

**Company Complaining About:** Windstream Communications

---

### **Description**

We pay for an internet service that is very weak and extremely unreliable. This service is down a lot during the weekends, due to high usage in the area. This area was upgraded, but has not been hooked up in the station box.

---

**Ticket: # 1317005 - E-Mail**

**Date:** 11/16/2016 9:48:28 AM

**City/State/Zip:** Ligonier, Indiana 46767

**Company Complaining About:** Mediacom

---

## **Description**

Mediacom has blocked my ability to send emails. I can receive them, but I cannot send them. When asked about this the Mediacom representatives were very vague and evasive in their answers. They finally admitted that my email had been "flagged". They gave no reason and have refused to reinstate my email.

---

**Ticket: # 1317203 - Charter internet/Telephone services**

**Date:** 11/16/2016 12:07:13 PM

**City/State/Zip:** Pasco, Washington 99301

**Company Complaining About:** Charter

---

## **Description**

Hi, I have had Charter services for a number of years, and during the past year or so, have experienced very poor service. they came in earlier in the year, (after I filed an official complaint with you) and did their best to restore the service somewhat. They did an admirable job and even though the service still dropped off occasionally during the day, I no longer complained.

During the last 3 months or so, the service again started getting very poor. They came in two times and failed to make any difference. It was suggested that I go buy anew router, which I did, but the service was no better.

Since I could not use the phone in the morning without losing the call, and hoping that I could somehow improve the service, I got a second cell phone and dropped the telephone service.

However, even with nothing more than basic internet, I started experiencing internet interruptions every ten minutes or so. I finally got agitated and called the Charter help line and was put in contact with a young lady in Kentucky who listened to my problems and made some kind of software tweek and finally, after more than a year, got the internet working somewhat properly.

Yes, it still goes off around once per day, but that sure beats having drop off every ten minutes or so.

Although I appreciate the fact that she was able to get it going again, I cannot comprehend why all of the myriad experts who came into our house could not of done the same thing long, long ago.

While I do not have a whole lot of choices about who provides my internet services, and will therefore stick with Charter for now, as an organization, they are lacking in technical abilities and I would advise anyone who has viable options, to consider getting their services elsewhere.

---

**Ticket: # 1317498 - bridge mode**

**Date:** 11/16/2016 2:30:17 PM

**City/State/Zip:** Woodinville, Washington 98072

**Company Complaining About:** Comcast

---

## **Description**

for the past year and half we have had a ongoing problem with Comcast constant problems with internet going out as we log -on to internet. Comcast has come to my home numerous time over the last year and half trying to gain access to my home while all long they were aware Comcast was turning on the bridge mode to interrupt the service allowing access to the home by turning on bridge mode this did not alert the ADT router to sound the alarm. Recently I recorded my internet use ten minute later internet went out ,i called Comcast automated message said problem in my area every time I call Comcast I get the same message Problem in my area once I talk with the Comcast agent they confirm there is no problem in my area . Along with every time ADT did a service call Comcast would show up unannounced and/or create problems with internet to gain access to my home this these are to different service I pay for which Comcast has interrupt harassment, stalking and breaking /entering . I was told by Comcast agent that someone was turning on the bridge mode through Comcast .

---

[Ticket: # 1317618 - Hijacking by Microsoft](#)

**Date:** 11/16/2016 3:20:45 PM

**City/State/Zip:** Castro Valley, California 94546

**Company Complaining About:** Microsoft Internet Explorer

---

### **Description**

When I go web surfing the Microsoft company would suddenly open a window via Internet Explorer that a virus had taken my computer hostage I need to call 888-984-1084 to talk to tech support to remove the virus or my computer will crush. I could not close the window and my whole computer function is hijacked.



---

[Ticket: # 1317628 - Bare\\*Chested In Gangland Leather Megyn Kelly Blocking Multimedia](#)

**Date:** 11/16/2016 3:25:20 PM

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

**Company Complaining About:** Comcast

---

### **Description**

Megyn Kelly is blocking on the Internet as exclusive UK in all categories with gang rapist Cigna TV "doctors" with multimedia litigation against Cigna for embezzlement.

---

[Ticket: # 1317972 - Horrible company](#)

**Date:** 11/16/2016 5:56:28 PM

**City/State/Zip:** Largo, Florida 33778

**Company Complaining About:** Bright House

---

### **Description**

I was told my bill will be 147.73 for my services and I get a bill today for more then they advertised to me. I have had nothing but problems with my internet from day one 7 techs have been to my house. I have been hung up on told different stories my tv pixels this company is not a good company.

---

[Ticket: # 1318163 - service interruption](#)

**Date:** 11/16/2016 7:53:42 PM

**City/State/Zip:** Vacaville, California 95687

**Company Complaining About:** Comcast

---

## **Description**

I am a current subscriber of Comcast service. I reside in the city of Vacaville California. on the morning of 16 November 2016 at 00010 hours in the morning all of my Internet service was completely interrupted until the

---

**Ticket: # 1318341 - malware was placed on my laptop**

**Date:** 11/16/2016 10:44:46 PM

**City/State/Zip:** Belle Chasse, Louisiana 79937

**Company Complaining About:** Unknown- Sounded As Tho Was East Indian

---

### **Description**

I clicked on a map site and a message popped up w/ a tel no. to call.(877-324-7889) A man w/a heavy accent told me he needed my credit card no. if I wanted him to unfreeze my laptop. We argued for several minutes, and when I threatened to call your org., he released my system. Is this a legitimate way for him to operate? If not, please investigate.

---

[Ticket: # 1318511 - verizon smtp no longer allowing custom domains](#)

**Date:** 11/17/2016 8:28:43 AM

**City/State/Zip:** Blandon, Pennsylvania 19510

**Company Complaining About:** Verizon Wireless

---

## **Description**

Verizon is no longer allowing customers to send email with custom domains.

---

**Ticket: # 1318997 - Xfinity Technician Request**

**Date:** 11/17/2016 2:33:03 PM

**City/State/Zip:** Memphis, Tennessee 38122

**Company Complaining About:** Comcast

---

**Description**

Hello,

Tree trimmers dropped a branch on our lines while trimming a neighbors trees. Since then our wifi continuously disconnects. I have called Xfinity customer service multiple times over the last 2 months trying to get a technician to come out to fix the issue. I've made 4 appointments and all have been no call no shows. We work from home and require our internet service to make a living. We've been having to rely on our cell data to cover the outages which has caused us to go over our limit resulting in additional fees. This is unacceptable.

Thank you for your help.

---

[Ticket: # 1319785 - Internet browsing problem](#)

**Date:** 11/17/2016 7:26:30 PM

**City/State/Zip:** Kent, Washington 98030

**Company Complaining About:** Comcast

---

### **Description**

Internet browsing difficulty. Made complaint but anawer was remove cable and place back this is the only solution by them still facing sam problem

---

**Ticket: # 1320286 - The Linq, Las Vegas, Jamming Cell and Data signals in Rideshare pickup/drop off zone**

**Date:** 11/18/2016 8:51:40 AM

**City/State/Zip:** Henderson, Nevada 89074

**Company Complaining About:** T Mobile

---

## **Description**

Last night, Thursday, Nov18, Approx 10 pm, someone was blocking the cell/data signal in the designated rideshare pick up / drop off zone at the Linq Hotel Casino Las Vegas Nevada. The staff at this hotel has been harassing rideshare drivers and is attempting to interfere with the service at this establishment for financial gain.



---

**Ticket: # 1321095 - POP UPS**

**Date:** 11/18/2016 4:23:25 PM

**City/State/Zip:** Hampstead, North Carolina 28443

**Company Complaining About:** Directv

---

## **Description**

There is a group who said they are part of windowis 10, who say they are not selling anything. However this person in some 3dr world on the phone, that I CAN NOT UNDERSTAND.. won't sut up now hear I have purchased a mcafee policy With FULL PROTECTION. Will not put me on with his supervisor untill I listen to the full pitch, and Still say No Hell no  
This is so unthikable, that they can depribe me of the use of my computer I could scream, I'm 78 yr old I do not needthis crap. How can you allow this ??

(b) (6)

---

**Ticket: # 1321272 - Re: Poor Internet Service**

**Date:** 11/18/2016 5:42:00 PM

**City/State/Zip:** Cleveland, Ohio 44113

**Company Complaining About:** AT&T

---

## **Description**

This is a follow-up to your previous request #1221758 "Poor Internet Service"

Please note for the record that I did return calls back to AT&T when I was contacted. I did speak to several representative several times. AT&T has a history of stating they are unable to reach me and close the complaint prematurely. Clarify for the record that you were able to reach me.

---

**Ticket: # 1322254 - Neighbor Has Been Blocking Wifi on-and-off for 3 years**

**Date:** 11/19/2016 11:04:55 PM

**City/State/Zip:** Chandler, Arizona 85224

**Company Complaining About:** Wifi-jamming Neighbor

---

## **Description**

For the past three years we have been dealing with our neighbor across from us that has been jamming our wifi on-and-off along with several other residents. In an attachment I am sending a copy of the original complaint that I filed three years ago. To sum up, a Cox representative came out to check our router and observed our neighbor in her backyard holding a wifi jammer. Myself and another resident filed a FCC complaint, and after a notice was posted on her door the problem stopped for awhile. Then again in February of 2015, myself and other residents began to experience wifi issues. We knocked on the neighbor's door. She never opened the door and only spoke to us behind the door. We asked her to cease jamming the wifi and right away the wifi was working properly. After doing this for several days another neighbor filed a FCC complaint, and once again the problem ceased until November 9th. This time when I knocked on her door, the wifi went on immediately, but two hours later a policeman came to our door stating that the neighbor had called because we knocked. He explained that in the past year and a half this neighbor has contacted police 35 times for various reasons and asked me to please not bother her. The policeman had also mentioned that she had mental health issues but could not elaborate beyond that. He further suggested that we contact the FCC. I am doing what was suggested by the policeman filing a complaint with you. My daughter is a sophomore at ASU and requires wifi to complete her coursework. Another neighbor has also contacted me and has explained that he will also file a complaint with the FCC since he has been dealing with this as well for three years. I hope the issue can be resolved so we can have the services that we pay for.

P.S. The neighbor who will be contacting you has sent us a screenshot of the wifi jammer network code.

---

**Ticket: # 1322554 - MICROSOFT HINDERING PEOPLE WITH WIN 10 TO HAVE THE BROWSER THEY CHOOSE TO HAVE**

**Date:** 11/20/2016 4:19:16 PM

**City/State/Zip:** Fort Worth, Texas 76135

**Company Complaining About:** AT&T

---

**Description**

Microsoft just did a Windows 10 update. Since then it is preventing me from setting my default browser to Google Chrome, trying to force users to use Bing. This is collusion plain and simple. I DEMAND THIS COMPANY NOT DICTATE TO PEOPLE WITH THEIR SOFTWARE TO NOT BE ABLE TO USE THEIR COMPUTER AS THEY CHOOSE. WEBROOT IS ALSO KEEPING ME FROM SETTING GOOGLE CHROME AS MY DEFAULT BROWSER and this is FRAUD. I want something done about Microsoft going into peoples personal computers and dictating what they are able to use and how they use it. THIS NEEDS TO END NOW. THEIR UPDATE HAS DONE NOTHING BUT SCREW UP MILLIONS OF PEOPLES COMPUTERS AND IF THAT ISN'T FRAUD, THEN THIS COUNTRY NEEDS TO GET IT TOGETHER. THIS HAS TO STOP. THEY DO NOT HAVE THE LEGAL RIGHT TO DICTATE WHAT PEOPLE DO WITH THEIR PERSONAL COMPUTERS. I HAVE HAD IT AND THEIR CUSTOMER SERVICE JUST PLAYS DUMB, IN INDIA, AND REFUSES TO HELP WITH ANY GOOGLE TYPE CONCERNS AND DENYING THEY KNOW WHAT IS REALLY HAPPENING. MY COMPUTER WORKED FINE UNTIL THIS GOD DAMN UPGRADE AND IT HAS DONE NOTHING BUT CAUSE HAVOC AND THIS CORPORATION HAS TO BE HELD ACCOUNTABLE FOR WHAT THEY ARE FORCING PEOPLE TO DO BECAUSE THE COMPUTERS ARE SOLD WITH THE DAMN WINDOWS PROGRAMMING. PLEASE GET TO THE BOTTOM OF THIS AND ALSO CHECK INTO WEBROOT BECAUSE THEY ARE ALSO STOPPING PEOPLE FROM USING AND GOOGLE SOFTWARE, BROWSER AND MORE. THIS IS NOT A ATT PROBLEM, IT IS MICROSOFT AND IF YOU DON'T CONTROL THESE INSTANCES I WILL REPORT TO THE FTC.

---

[Ticket: # 1322895 - blocking of internet usage](#)

**Date:** 11/21/2016 1:56:13 AM

**City/State/Zip:** Winfield,illinois, Illinois 60190

**Company Complaining About:** AT&T

---

### **Description**

Criminal neighbors who rely on illicit drug trade to make a living and that are also upset of my realisation of certain things while living in southern Italy three years ago ARE GIVING ME AND MY FAMILY A HARD TIME AT MY SISTER'S RESIDENCE. THIS INCLUDES PHYSICAL ELECTRONIC HARASSMENT AND THE KIND THAT DISRUPTS COMPUTER,COMMUNICATION AND ELECTRONIC APPLIANCES IN ADDITION TO OTHER ELECTRONIC DEVICES.

---

[Ticket: # 1323134 - Local officer illegally using cell jammer](#)

**Date:** 11/21/2016 11:38:12 AM

**City/State/Zip:** Stratford, Washington 98853

**Company Complaining About:** Basin Networking

---

## **Description**

We have a neighbor that is the under sheriff and is illegally using a cell jammer. We have attempted to record/take picture and when he comes near and he will completely stop us from accessing our videos. We have proof of all of these. What can we do?

---

[Ticket: # 1324121 - blocking of internet usage](#)

**Date:** 11/21/2016 6:54:53 PM

**City/State/Zip:** Winfield,illinois, Illinois 60190

**Company Complaining About:** AT&T

---

### **Description**

Criminal neighbors who rely on illicit drug trade to make a living and that are also upset of my realisation of certain things while living in southern Italy three years ago ARE GIVING ME AND MY FAMILY A HARD TIME AT MY SISTER'S RESIDENCE. THIS INCLUDES PHYSICAL ELECTRONIC HARASSMENT AND THE KIND THAT DISRUPTS COMPUTER,COMMUNICATION AND ELECTRONIC APPLIANCES IN ADDITION TO OTHER ELECTRONIC DEVICES.

---

**Ticket: # 1324458 - I website took over my computer and internet this afternoon**

**Date:** 11/22/2016 12:17:51 AM

**City/State/Zip:** La Mesa, California 91944-0454

**Company Complaining About:** Claimed To Be A Critical Alert From Microsoft

---

## **Description**

This afternoon a window suddenly opened on my computer and I recorded voice kept repeating that an exception had taken place and that if I didn't call the toll free number immediately, they were going to have to disable my internet access to protect their system. The voice claimed to be from Microsoft and cited Error 268B3. I tried repeatedly to close the screen and it would not allow me to do that. A pop up kept appearing asking me to accept their conditions. The voice said this was a Critical Alert from Microsoft. The source or url on the bar at the top showed:

[www.2greenright.online/p/index.wkin.php?affiliate\\_1=66223-historicalguru.com\\_403220](http://www.2greenright.online/p/index.wkin.php?affiliate_1=66223-historicalguru.com_403220) The toll free number they wanted me to call was 877-379-7215 On the screen it showed Error Code 0x8024402c and the Error code given by the voice was 268B3 This occurred on 11/21/16 at about 3:42 pm pst, I tried several times to close the window and it would not allow me. The pop up window asking me to accept their offer of help had no way of say no. I finally shut down my computer completely and it seemed to take longer than usual. When I brought it back up, I ran scans with my Norton and nothing was found.



---

**Ticket: # 1324502 - ---- CRIMINAL VIOLATION OF OUR CIVIL RIGHTS & LIBERTIES**

**Date:** 11/22/2016 2:11:48 AM

**City/State/Zip:** Venice, California 90291

**Company Complaining About:** Time Warner

---

## **Description**

Nov 21 2016

Hello, we ask our FCC, a FEDERAL AGENCY WHOSE PROPER FUNCTION is critical to life liberty and pursuit of happiness, to take serious steps to prosecute a group of criminals under Jeff W. Kentner who works in the capacity of informant leader in VENICE , CA 90291.

Today our internet has been disrupted numerous times. The integrity of my computer violated by messing with its function, slow downs and abuse of that power which law enforcement provided its helpers (as informants) in the service of American People. POWER MUST BE USED RESPONSIBLY. It cannot be granted to questionable characters. The Lead Informant in Venice is a former robbery convict.

FCC ought to send a SERIOUS alert to Los Angeles Police Department to take reports about Internet Abuse Seriously.

PLEASE be forceful in making your point. WE DO NOT HAVE ANYONE who, in this regard, can protect us.

SEE previous reports made to FCC with same email. Your letter to TWC and TWC to us has been blocked and we had only news of them from you. Letter, email, to agencies of government by this group and those who support them are block. THEY seek to mislead our representatives and officials from being in touch interference free with their constituents.

Whither our democracy ? if we allow these people to get away with so much.

I mean the basic act of communicating, availing ourselves of the services which we pay for on the Internet, how dare they do this to us !

your most sincerely

(b) (6)

-----  
We have identified individuals responsible for this.

---

**Ticket: # 1325094 - Ransom software**

**Date:** 11/22/2016 2:16:39 PM

**City/State/Zip:** Shreveport, Louisiana 71107

**Company Complaining About:** AT&T

---

### **Description**

My computer was locked this morning claiming to be Microsoft. The computer screen has the telephone number 1-855-397-9490 which I called and for a fee they would unlock my computer. I contacted another company to unlock my computer.

Thanks, (b) (6)

---

[Ticket: # 1326918 - FBI Blocked My Facebook And Messenger Page Dallas Internet Crime Lab](#)

**Date:** 11/23/2016 6:16:40 PM

**City/State/Zip:** Dallas, Texas 75201

**Company Complaining About:** Sprint

---

### **Description**

The FBI has caused damage to more than one of my cellphone and I-Tablet Air Traffic Controller Great Britain Pilot Killed Passenger's.

---

**Ticket: # 1327247 - Identity,fraudslander**

**Date:** 11/24/2016 3:56:15 AM

**City/State/Zip:** Bellmead, Texas 76705

**Company Complaining About:** MetroPCS

---

## **Description**

Identity has been an emails attached to this account been used like I'm sharing it or something. AT&T alerted me 2 mo ago my phone had criminal activity, relent and behavior and discerning issues going on I'm 60 yrs old on SSDI, medication a lot. My accnts ,life insurance and bank, IRS social security telling me there websites are being disrupts and to get off their websites. This people stealing my accnts changing Ip, a phone identification and making me look like I'm a bad person. I don't leave my house can't remember a password after 3 minutes. There using Google acct .y email an such doing business over co to Kent different languages and I'm being abused by my accnts. Getting fawl phone calls daily and talked bad to by doctors telling me to stopp unheathy sex porn an activity. I have no bad interests. I need help there controlling my phone off of their computer an phone. Thank you if can help. Done changed emails 4times and phone #.

---

**Ticket: # 1327248 - Identity,fraudslander**

**Date:** 11/24/2016 3:56:19 AM

**City/State/Zip:** Bellmead, Texas 76705

**Company Complaining About:** MetroPCS

---

## **Description**

Identity has been an emails attached to this account been used like I'm sharing it or something. AT&T alerted me 2 mo ago my phone had criminal activity, relent and behavior and discerning issues going on I'm 60 yrs old on SSDI, medication a lot. My accnts ,life insurance and bank, IRS social security telling me there websites are being disrupts and to get off their websites. This people stealing my accnts changing Ip, a phone identification and making me look like I'm a bad person. I don't leave my house can't remember a password after 3 minutes. There using Google acct .y email an such doing business over co to Kent different languages and I'm being abused by my accnts. Getting fawl phone calls daily and talked bad to by doctors telling me to stopp unheathy sex porn an activity. I have no bad interests. I need help there controlling my phone off of their computer an phone. Thank you if can help. Done changed emails 4times and phone #.

---

[Ticket: # 1327503 - Computer hacking](#)

**Date:** 11/24/2016 6:15:45 PM

**City/State/Zip:** Beaumont, California 92223

**Company Complaining About:** Time Warner

---

### **Description**

I am a victim of gang stalking and electronic harassment. My computers, cell phone and lanline phone have been hacked.

---

**Ticket: # 1327558 - hello**

**Date:** 11/24/2016 8:31:05 PM

**City/State/Zip:** Baton Rouge, Louisiana 70811

**Company Complaining About:** Cox

---

## **Description**

11/24/2016

GOOD EVENING

HAPPY HOLIDAYS MY COMPLAINT IS WITH MY CABLE CARRIER . COX CABLE IS MY CARRIER THIS COMING FRIDAY 11/23/2016 . ALSO BLACK FRIDAY WOULD BE THREE TIMES COX CABLE SENT A TECH OUT TO MY HOME ADDRESS. TO CHANGE MY ROUTER MODEM. BECAUSE OF WIFI PASSWORD PROBLEMS. THE ROUTER MODEM IS ALWAYS BROKE. I NEED THIS COX CABLE COMPANY TO STOP PLAYING GAMES WITH ME . BECAUSE MY BILL IS ALWAYS PAID ON TIME. I ALSO HAVE A HOME SECURITY CAMERA INSTALL AT MY APT. MY HOME CAMERA WORK WITH WIFI PASSWORD AND A CAMERA APP THAT'S DOWNLOAD FROM GOOLE PLAY

STORE. NET GEAR IS ANOTHER APP I ALWAYS DOWNLOAD FROM GOOGLE PLAY STORE TO CHANCE MY WIFI PASSWORD. BUT THE COMPANY COX CABLE BLOCK ME FROM DOING THAT. NOW I'M STRUCK WITH ONE WIFI PASSWORD. THAT'S ALWAYS BEING CHANGE BY SOME ONE ELSE. AND BECAUSE OF THIS MY HOME SECURITY ISN'T WORKING. I'M DISABLE AND HAVE LOUISIANA HANDICAP I.D.

I REALLY NEED THIS COMPANY COX CABLE TO INSTALL MY SERVICE CORRECTLY AND FIX THE PROBLEM WITH NET GEAR . SO I'M ALWAYS ABLE TO CHANCE MY WIFI PASSWORD. RIGHT NOW AS I SPEAK I'M BLOCK FROM CHANCING MY PASS WIFI WORD. AND NET GEAR IS A FREE APP THREW GOOGLE PLAY STORE.NET GEAR ALLOW YOU TO CHANCE YOUR WIFI PASSWORD AS MANY TIMES S YOU WANT TOO.

THANK YOU

(b) (6)

---

**Ticket: # 1327567 - hello**

**Date:** 11/24/2016 8:42:30 PM

**City/State/Zip:** Baton Rouge, Louisiana 70811

**Company Complaining About:** Cox

---

## **Description**

11/24/2016

GOOD EVENING

HAPPY HOLIDAYS MY COMPLAINT IS WITH MY CABLE CARRIER . COX CABLE IS MY CARRIER THIS COMING FRIDAY 11/25/2016 . ALSO BLACK FRIDAY WOULD BE THREE TIMES COX CABLE SENT A TECH OUT TO MY HOME ADDRESS. TO CHANGE MY ROUTER MODEM. BECAUSE OF WIFI PASSWORD PROBLEMS. THE ROUTER MODEM IS ALWAYS BROKE. I NEED THIS COX CABLE COMPANY TO STOP PLAYING GAMES WITH ME . BECAUSE MY BILL IS ALWAYS PAID ON TIME. I ALSO HAVE A HOME SECURITY CAMERA INSTALL AT MY APT. MY HOME CAMERA WORK WITH WIFI PASSWORD AND A CAMERA APP THAT'S DOWNLOAD FROM GOOGLE PLAY STORE. NET GEAR IS ANOTHER APP. I ALWAYS DOWNLOAD FROM GOOGLE PLAY STORE TO CHANCE MY WIFI PASSWORD. BUT THE COMPANY COX CABLE BLOCK ME FROM DOING THAT. NOW I'M STRUCK WITH ONE WIFI PASSWORD. THAT'S ALWAYS BEING CHANGE BY SOME ONE ELSE. AND BECAUSE OF CHANCING MY PASSWORD, AT THAT TIME I'M WITHOUT A PASSWORD AND MY HOME SECURITY ISN'T WORKING. I'M DISABLE AND I HAVE LOUISIANA HANDICAP I.D. I REALLY NEED THIS COMPANY COX CABLE TO INSTALL MY SERVICE CORRECTLY AND FIX THE PROBLEM WITH NET GEAR . SO I'M ALWAYS ABLE TO CHANCE MY WIFI PASSWORD. RIGHT NOW AS I SPEAK I'M BLOCK FROM CHANCING MY WIFI PASSWORD. AND NET GEAR IS A FREE APP THREW GOOGLE PLAY STORE. NET GEAR ALLOW YOU TO CHANCE YOUR WIFI PASSWORD AS MANY TIMES AS YOU WANT TOO.



---

[Ticket: # 1327659 - ddosing my isp service daily](#)

**Date:** 11/25/2016 1:41:03 AM

**City/State/Zip:** Salina, Kansas 67401

**Company Complaining About:** Cox

---

### **Description**

i'm having problems people attacking me daily on my network and laptop daily can you look into this linden labs wont do nothing about it ty

---

**Ticket: # 1327772 - Scam**

**Date:** 11/25/2016 11:37:06 AM

**City/State/Zip:** Lakeland, Florida 33803

**Company Complaining About:** Bright House

---

## **Description**

This outfit infiltrates your computer and when you call the # to resolve malware they want \$200 to correct. They are called TechSupport hotline. Their phone # 803-567-3969

---

**Ticket: # 1328700 - Internet hacked via modem, cloned phones, Sprint Samsung S7 phone**

**Date:** 11/26/2016 1:01:38 PM

**City/State/Zip:** West Seneca, New York 14224

**Company Complaining About:** Comcast

---

## **Description**

Last year my modem was hacked by an acquaintance who stayed in my home. She completed a profile with her. Email through my carrier. Comcast identified user login details.

This was done at my personal residence and business.

Im a CPA and by hacking my work modem my clients information could be compromised. Various federal laws were broken and monetary damages continue.

My telephones indicate a Aug 28th device.

I posses evidence proving statement/accusations.

I am wairing for phone cloning to end but it still continues.

My email, postal mail, voive mail, medical records and home were accessed illegally violating my personal space and belongings.

(b) (6) CPA

(b) (6) mobile

Thank you!

A former acquaintance hacked my internet and cell phones. She illegally created an unauthorized user login to my Comcast account.

My phone is cloned. My number thru Sprint is (b) (6) (b) (6). MIN indicated on my device (b) (6)

I called number 2 days ago and the message played indicated it was an IRS office at 230 S Dearborn. Then Novp ]pow 26, PM i called again and the message played" number is unallocated---

The message indicated an additional number to reach IRS.

I Googled the numbers and postings read numbers were part of scam.

Im a CPA and believe offenders may be monitoring and obtaining clients personal/financial data illehally.

There is a lot of evidence to support my assertion. I need professionals to help cease activity.

I just want it to end. My privacy has been invaded over 1 year.

mailand

---

[Ticket: # 1328801 - Comcast internet.](#)

**Date:** 11/26/2016 2:59:38 PM

**City/State/Zip:** Detroit, Michigan 48235

**Company Complaining About:** Comcast

---

## **Description**

The first day I spent three hours talking with Comcast agents about reinstating my Internet after they reinstated my television and phone services they withheld my Internet. Four days and 14 hours during those four days of talking to the agent and not having the problem resolved being transferred from department to department Comcast took my payment and didn't give me all of my services. One of their representatives told me to go to the Comcast store and pick up a new modem I picked up the new modem and the problem still existed they still did not fix this problem.

---

**Ticket: # 1329089 - Fraud**

**Date:** 11/26/2016 9:39:56 PM

**City/State/Zip:** Emeryville, California 94662

**Company Complaining About:** Not Sure Info Disappeared From History

---

## **Description**

computer virus removal service

"logmein123" or "logmeinRescue" .They blocked my computer this morning claiming I had some 4000 viruses on my computer that were threatening Microsoft. They showed me there was a foreign address trying to get my data. The tech wrote his name on one note on my computer when i asked if I would be charged for them to fix this , I was told yes \$200. I told Ethan I had .32 cents in the bank. He said he would give me a temporary fix until I got paid.

After this my keyboard didnt work correctly I tried to restore to an earlierpoint unsuccessfully. I then undid system restore and poof! ALL evidence that Logmein had been there was gone. The note the app everything.

Ayear agothis happened same company . after that My pc began shutting down unexpededly all year long. I became suspicious . I checked out feedback about sudden pc restarts and LOADS of people are having this problem. I asked in forum about logmein I waiting for responses. People seem to think its windows or microsoft but I am sure its this fraudulent virus removal.

"Ethan " kept telling me there was someonetrying to get my data right then and it was them! Please BUST these people.

---

**Ticket: # 1329211 - MAC Address 00:1F:A7:F4:9F:D3 Fraudulent Activity**

**Date:** 11/27/2016 4:29:50 AM

**City/State/Zip:** Victorville, California 92394

**Company Complaining About:** Frontier Communications

---

## **Description**

Over the past several weeks I have had intrusive internet attacks from password stealing to you name it. Extortion, blackmail, identity theft, and constant issues dealing with individuals at the MAC address in the subject list. They have stolen my internet password blocking myself numerous times and even lied about being a law enforcement agent. They have even gone as far as using v2k devices on myself and my mother causing unknown health problems but I'll be researching to see what its caused including my mothers current condition of schizophrenia.

---

**Ticket: # 1329298 - intentional interruption of wireless service**

**Date:** 11/27/2016 11:19:33 AM

**City/State/Zip:** Strongsville, Ohio 44136

**Company Complaining About:** Randall Wireless Page Plus

---

## **Description**

On Thursday my wireless phone was intentionally deactivated by Randall Wireless which is owned and operated by Wallid Hanna, a convicted federal Parollee, and who is also on a deportation order. At approximately 6:03 pm, after a heated discussion on the phone, Randall wireless without any consent from me, called Page Plus, my wireless carrier and purposely deactivated my phone. Page plus explained that Randall wireless had called in and used my personal account information to claim they owned the number and wanted it deactivated. This in an effort to interrupt my use and interrupt business since I use my phone for business, and my livelihood.



---

**Ticket: # 1329308 - scam calls**

**Date:** 11/27/2016 11:42:43 AM

**City/State/Zip:** Arcadia, Florida 34266

**Company Complaining About:** lyogy

---

## **Description**

Scam calls from lyogy. They claim to be Microsoft and are warning me that there is a possible chance that my credit card information can be compromised and i need to call an emergency number listed so the problem can be corrected. They say if i don't call the number listed they will freeze my screen. They try to make me think i have no choice than to call their number. To get rid of their message i reboot the computer. I have averaged one of these messages every week for the past three weeks. The phone number listed is 844-310-1472

---

[Ticket: # 1329739 - blocking ATT email account](#)

**Date:** 11/27/2016 9:17:52 PM

**City/State/Zip:** Engelhard, North Carolina 27514

**Company Complaining About:** AT&T

---

### **Description**

3rd time this has happened, ATT is trying to promote phone use I think.

---

[Ticket: # 1329914 - Malware/Spyware?Viruses](#)

**Date:** 11/28/2016 6:30:12 AM

**City/State/Zip:** Clearwater, Florida 33758-8392

**Company Complaining About:** Bright House

---

## **Description**

The web site known as "Thehive.com" is inundating visitors with thousands of ads containing malware/spyware/ viruses, allegedly.

is there anything you can do to stop it?

---

**Ticket: # 1331779 - Time Warner Cable disconnected paid account**

**Date:** 11/29/2016 12:15:08 PM

**City/State/Zip:** Pine Point, Maine 04074

**Company Complaining About:** Time Warner

---

## **Description**

I ordered installation of internet service on or about August 27, 2016. Two days after it was installed my service was interrupted. I contacted technical support and was advised that I needed to call the risk management department because they had linked my account to another account from another address from 2011. I contacted the risk management department and the person told me that an old account under my credentials from another address from 2011 needed to be paid before he would turn this account back on. I advised him that I did not have any outstanding account. He stated that the account was not paid and I told him that it was. I stated that it was five years ago and I would need to find the records. He said that he would turn this account back on and give me until September 23rd to get the information to him. I had to order bank statements from another account from Florida which had been closed for about 2 years. It cost me 120.00 for the statements and took about 3 weeks to get them. When I received them, I reviewed them, found the payments and took the statements to the closest Time Warner Cable location. The owner faxed them to risk management confirming payment of the previous account. The risk management department states that the bank statements aren't good enough evidence of payment and are requiring that I provide them with the full credit card number from the bank statement. I explained that it was a debit card and I no longer have access to it as it was destroyed. The bank does not have any access to the number as it's a closed account. Hence why we ordered all of the monthly statements. They're refusing to turn my current account on, even though I am paying for my current service. I have never heard of this tactic before, but I am not paying for an old account twice. It's not my problem or responsibility for someone else's mistake.

---

[Ticket: # 1332881 - radio operator interfering with internet service](#)

**Date:** 11/29/2016 8:25:50 PM

**City/State/Zip:** Sherwood, Arkansas 72120

**Company Complaining About:** Comcast

---

### **Description**

radio operator in area interrupts internet signal, also bleeds over into my earbuds.

This is my 2nd time filing as I have not been contacted at all.

---

**Ticket: # 1333105 - Comcast Internet Connection issues**

**Date:** 11/29/2016 11:31:20 PM

**City/State/Zip:** Montgomery, Illinois 60538

**Company Complaining About:** Comcast

---

### **Description**

We have problems connecting and speed is very slow and sometimes it stops. We call and have had reps out but nothing gets resolved. I just called and asked for technician to come out but Comcast says they will charge for service call.

---

[Ticket: # 1333617 - Identity Theft within the phone system and computer](#)

**Date:** 11/30/2016 1:07:13 PM

**City/State/Zip:** Ypsilanti, Michigan 48197

**Company Complaining About:** Verizon

---

### **Description**

I am a victim of identity theft. The router was hacked and the online accounts were tampered with. The security questions were changed on line to someone else. My security wifi cameras were tampered with. My wifi thermostat was tampered. The telephone had other people listening to my conversations.

---

[Ticket: # 1334382 - Comcast retaliatory actions against consumer for filing a complaint with the FCC.](#)

**Date:** 11/30/2016 6:48:21 PM

**City/State/Zip:** Hyattsville, Maryland 20782

**Company Complaining About:** Comcast

---

## **Description**

Over the past couple of month I had to file several complaints with the FCC against Comcast for a variety of abusive, deceptive and illegal business practices. To date the FCC has failed to provide the consumer from their illegal practices and Comcast has refused to acknowledge of correct their wrongful, negligent and illegal practices. Since the last complaint my internet services were disconnected from the services room which only Comcast has access. Since November 15, 2016, Comcast has intentionally slowed down my internet service that is now slower than broadband and spend the majority of time buffering even when attempting to retrieve emails. I have tried several time to contact Comcast to find out why my services have now been downgraded to broadband speed and/or to come out and fix the problem. To date Comcast has refused to take my calls. I am again reaching out to the FCC and requesting an investigation into Comcast retaliatory actions.



---

**Ticket: # 1335008 - Poor Internet Quality and Connection at top package offered**

**Date:** 12/1/2016 11:11:09 AM

**City/State/Zip:** Johns Island, South Carolina 29455

**Company Complaining About:** Hughes Net

---

## **Description**

In July of 2015, I opened an account with Hughesnet and was told that my monthly internet billing would average \$35.00 a month.

One month later I received a bill for more than 2 x's that amount and was also experiencing slow or no internet speed.

When I contacted the representative in August of 2015, I was informed that ATT had just purchased Direct TV. I requested that the old satellite dishes and wiring that had been left behind by Direct TV, be picked up and was advised to go with the higher speed of internet service so that I could effectively stream programs such as Netflix, and obtain a workable internet speed.

I paid for the highest package with Hughes Net (Gen 4 Ultra) with a promise that the Netflix connection would satisfy the issue of both speed and streaming.

Since that date, I have continued to have all streaming interrupted, and have isolated the issue to not getting the effective amount of gigabytes to support programming like Netflix. The message that I receive on the television reads:

"We are unable to play this title", before all connections are lost.

I have had both of my new Samsung televisions looked at by Best Buy (where they were purchased), as well as Direct TV. The technician with Direct TV told me that the Hughes net router was not connected in a central location on the property so that both my home and my home/office could get a proper connection. He also advised that Hughes Net was known in the industry for their poor streaming capabilities.

In effect, I have spent over \$2000.00 since the inception of Hughes Net and am still unable to obtain a strong enough connection to get through even one movie or documentary (even though I am a one person household)

Today I spoke with a Hughes Net technician who provided me with the number #101726173 and then said that another department would get me more gigabytes which would resolve the problem. As far as reconnecting the Hughes Net router to a more central location as should have occurred when installed? That would cost me an additional \$125.00 since I should have known better to let the technician install in that location.

He then transferred me to Daniel in the business office who said that this information was not correct since I was at the highest level of service that HughesNet carries.

I am on a limited income, need the streaming capabilities for both business and entertainment as they were promised to me 18 months ago. Though the monthly rate at the time was quoted at \$35.00, my current monthly bill for November is at \$114.29, and yet I am unable to effectively watch the programming that was promised. And I have continued to receive misleading information from HughesNet that because they detect a signal - there should not be an issue.

Thank you for your follow up on this issue that has cost me hours of communication and dollars without an effective resolution on the part of Hughes Net.

---

**Ticket: # 1335169 - Comcast**

**Date:** 12/1/2016 12:30:09 PM

**City/State/Zip:** Metuchen, New Jersey 08840

**Company Complaining About:** Comcast

---

## **Description**

For 4 months we have had service interruptions with our internet, phone and TV from Comcast. These interruptions happen every day from 3 to 10 times a day or more and last from 3 to 30 minutes or more. We have called Comsat at least 15 times and had several technicians come to our home all with no improvements, we are still experiencing the same issues as I write this complaint. I have requested someone from the home office call me to, we have been told several times we would be contacted, that has not happened. This issue is throughout our entire neighborhood, I know of at least 9 people in my neighborhood that are having the same issue. I was told by a personal friend that works for Comcast that the problem is a, "nod", (i don't know what that is) this issue is very expensive to fix and Comsat will not allocate the funds necessary for the repairs. I have tried in vain to contact someone at Comcast home office in Philadelphia but obtaining contact information for the home office has proven impossible. I have also requested a refund or credit for services we are not receiving for 4 months now but am repeatedly told Comcast does not issue refunds. I would like my last 4 months reimbursed due to the inability to use services I have paid for.

---

**Ticket: # 1335397 - ISP blocking websites**

**Date:** 12/1/2016 1:48:43 PM

**City/State/Zip:** Amherst, Ohio 44001

**Company Complaining About:** Armstrong Cable

---

## **Description**

My ISP, Armstrong Cable, is blocking certain websites. For instance, when I try to get on the Wallstreet Journal site (wsj.com), Armstrong redirects me to their own website. There are other sites as well. They say they are doing this because I "have to" sign (by clicking) a usage acknowledgement and they will continue to do it until I do. I will not sign it because it represents a change in terms from when I signed up for their service a few months ago. IOW, they want me to contractualize terms retroactively. They want me to agree that they can penalize me for usage overages that I was initially told would not occur. And I have never even gone over their alleged limit! They are interfering significantly with my Internet usage and my ability to access critical information. Thank you for looking at this problem.

---

**Ticket: # 1336557 - Internet shut off, Laingsburg**

**Date:** 12/2/2016 9:17:35 AM

**City/State/Zip:** Laingsburg, Michigan 48848

**Company Complaining About:** Invisalink Wireless Llc

---

## **Description**

My Internet was intentionally shut off by my Internet provider because allegedly there was illegal downloads being made from my open Internet router. I refuse to lock my router and believe in open access to the Internet for all. This does not mean I am a criminal. For 24 hours my Internet was shut off without an email or phone call. They said they couldn't find my phone number to call me. They know exactly where I live and have my credit card on file however shut off my service intentionally without contacting me. When I called and denied knowing anything about it, they turned it back on 6 hours later. Is this guilty til proven innocent treatment normal. I would go to another company but there are none in my area. I have never had problems with an Internet provider before. Please help me deal with these abusive policy's. Again this company made ZERO effort to contact me and simply shut off my service for alleged illegal activity. Is this normal?

---

**Ticket: # 1336846 - Account(line) compromised by upstairs neighbor**

**Date:** 12/2/2016 12:45:57 PM

**City/State/Zip:** Springfield, Virginia 22152

**Company Complaining About:** Verizon

---

## **Description**

About a year ago, I started to detect intrusions in my computer. At the same time intruders were entering my apt when I was out; giving them access to my router and computer information in my bedroom. Since then, my life is a nightmare. I'm paying verizon for FIOS and IPHONE service and someone else is enjoying the service and accessing my files and stealing what they want. I have reported this to VRZ, only to hear the agents take down the report. When I cannot stand the stress out of unable to access my own line, or the wifi is awfull slow to work with, I put my service on vacation to the charge of \$35 ea. time. VRZ is not sending a technician to see whats going on in my connection. I am tempted to cut services with VRZ but have been a client for many years. I need a technician to come and see whats going on. I know already because they are so blatan in their abuse, I hear them walking to start their computer when I start my connection and then my troubles start trying to get anywhere on my PC. I purchased a computer GEEK SUBSCRIPTION so I can compute urgent documents. I am a 77 yr.old Hispanic lady that lives alone in an apt.

---

**Ticket: # 1337308 - Comcast subpar internet service**

**Date:** 12/2/2016 4:24:36 PM

**City/State/Zip:** Oakland, California 94608

**Company Complaining About:** Comcast

---

## **Description**

My internet service is frequently interrupted. This occurs several times while watching tv. Over the past two years, I have contacted Comcast on various occasions to determine why this is happening. First they said it was an outdated modem. I upgraded my modem with a comcast issued one and the issue persists. I contacted them again and their techs say that I have to have the modem 4 feet high off the floor and away from my tv. I also did that and the problem hasn't been solved. I thought this issue may have been related to my service not being fast enough so I upgraded my service. Still, nothing is working. Some days my service is interrupted more than others. I typically work from home and log in through a remote connection. I lose what I am working on when this happens. It is frustrating and upsetting.

---

**Ticket: # 1337354 - Time Warner Cable Internet & Email**

**Date:** 12/2/2016 4:48:30 PM

**City/State/Zip:** Hartville, Ohio 44632

**Company Complaining About:** Time Warner

---

### **Description**

Have been having constant problems with losing internet connectivity for over 6 months and now I can't retrieve my email without having some sort of connectivity issue. I try at home and my work computers with the same discouraging results. I feel like I'm throwing my money away, but have limited internet provider choices in my area.

---

**Ticket: # 1337767 - Facebook**

**Date:** 12/2/2016 9:40:59 PM

**City/State/Zip:** Dallas, Texas 75201

**Company Complaining About:** Metropcs

---

**Description**

Facebook Agonizes Over Use Of AI Technology, Tech Firms Texas Southern University (b) (6)  
██████████ China Clash On Security.. Former Banker Faces Singapore Sanctions Claiborne Parish  
District Attorney. Iridium Communication Irving Secret Service To Launch In Mid- December.



---

**Ticket: # 1338006 - STALKING BY MALES BY WIRELESS TECHNOLOGIES**

**Date:** 12/3/2016 9:34:04 AM

**City/State/Zip:** Spring City, Tennessee 37381

**Company Complaining About:** Mick Jagers Company Or Service For William Inman Estranged Male Of Over 50 Years

---

### **Description**

I AM BEING CONSTANTLY STALKED AND HARASSED BY (b) (6) AND (b) (6), ESTRANGED MALES I KNOW OF BUT DO NOT KNOW WELL OR NEVER WORKED WITH NOR NEVER BEEN INTIMATE WITH. AND I DO NOT WANT ANY TYPE OF RELATIONSHIP WITH THESE NARCOTIC FELONS AND THEIR ASSOCIATES, OTHERS STALKING ME EVERY SECOND OF EVERY MINUTE OF EVERY DAY AND NIGHT. FOR YEARS THESE MALES HAVE ROBBED ME, MADE ME HOMELESS, STOLEN AND DAMAGED MY CARS AND POSSESSIONS AND BURGLARIZED MY HOMES, TO MURDER MY ROOMMATES AND RAPE ME AND MY PETS. RIGHT NOW I CAN HEAR THESE STALKERS IN MY EARS, IN MY CAR AND WORK TRUCK. PLEASE HELP

---

**Ticket: # 1338091 - Windstream internet**

**Date:** 12/3/2016 12:01:13 PM

**City/State/Zip:** Sweeden, Kentucky 42285

**Company Complaining About:** Windstream Communications

---

### **Description**

I've been having trouble with my internet provider for past few months called customer service they attempt to fix over phone works for a little while then back to same thing sent tech out last week and checked and was working the last individual talked to advised was only receiving 1mb of my 6mb that I was paying for and from browsing social media it's not only me that's having a issue with the company there is something that needs to be done because this company is charging people for service and they are not providing it

---

**Ticket: # 1338392 - Internet adware**

**Date:** 12/3/2016 5:17:20 PM

**City/State/Zip:** Palmetto Bay, Florida 33158

**Company Complaining About:** Reimage

---

## **Description**

On a continual basis I received pop messages from the following two sources 1) Reimage and 2) Hgytabv.bid (phone 855-638-8522). With both of these companies they post a pop up on your computer screen that causes the computer to freeze while they have audio including beep tones with ominous and threatening warnings such as "do not attempt to shut your computer off or your hard drive will to erased call us immediately" "danger your personal data is being accessed due to the "Zeus" virus. These are not ordinary pop up because they literally prevent you from shutting them off and you must first close out or shut down your computer and sign on again. The service called "Reimage" uses Microsoft logos and proclaims they are authorized to get rid of the virus - there is a box to check to allowing you to "leave this page" but after you click on it - the message is repeated again and again - eventually you are not able to leave the close the page and must log out of your computer and log back on to clear it. This goes beyond simple pop up ads because the message are interfering with the operation of your computer.

---

**Ticket: # 1338683 - Service Interruption**

**Date:** 12/4/2016 3:20:14 AM

**City/State/Zip:** Hyattsville, Maryland 20782

**Company Complaining About:** Comcast

---

### **Description**

On 12/02/2016, my internet services were once again disconnected. Per Comcast an technician would come out between 1:00 p.m. to 4: 00 p.m.

to repair services. I never received a telephone call and technician never came out. This has been an ongoing problem with Comcast since I filed a compliant with the FCC against Comcast.

---

[Ticket: # 1338702 - Illegal wire tapping](#)

**Date:** 12/4/2016 6:40:29 AM

**City/State/Zip:** Brooklyn, New York 11210

**Company Complaining About:** Verizon

---

### **Description**

Flatbush Gardens management has been taping your phone illegally and blocking my cell phone signals

---

**Ticket: # 1338870 - Comcast Service****Date:** 12/4/2016 3:22:55 PM**City/State/Zip:** Philadelphia, Pennsylvania 19144**Company Complaining About:** Comcast

---

**Description**

My name is (b) (6) and I am contacting you regarding my service. I signed up with comcast about a year ago but was told i had to do triple play but had to do so with alarm system included. I did so but filled out no paperwork or any contracts nor was i told about any contracts. In Feb i asked for the alarm to be disconnected and was sent around so many places, Promised credits, etc but my request was ignored. I was even told by an agent that even though i signed nothing, keeping the service was acknowledgement of a contract which was bs. Over the subsequent months i didnt recieve bills, ,couldnt get what my true due date was, and incurred hundreds of dollars in late fees and reconnection fees as a result. I called in about this but nothing was done. Finally within the last 3-4 months, my internet has been consistently intermittent. I called in several times and recieved no real help and finally got help today with online chat. I am attaching the ref number and a snap shot of the convo showing the rep acknowledging issue with my service. I am looking for significant credits for my lack of service and inconvenience as well as elimination of any fake contract and disconnection of alarm system and termination of alarm service

---

**Ticket: # 1338873 - Phony impersonation of Microsoft Support by spammer and freezing of computer**

**Date:** 12/4/2016 3:25:13 PM

**City/State/Zip:** Sequim, Washington 98382-7715

**Company Complaining About:** Wave Broadband

---

**Description**

My computer was frozen by the sudden appearance of a window claiming to be from Microsoft Support telling me my computer had been invaded by spyware and malware, and to call the number provided to obtain help. The freezing of my ability to utilize commands to eliminate this window...or do anything else beyond unplugging it and allowing the battery to die...was accompanied by a voice warning. This has happened before and I was aware of the scam, which is to force the victim to pay a price to have their computer "fixed". This payment is to be made via credit card--and it should be obvious that you're giving your card number and access to your account to thieves. I called Microsoft to receive verification that the number provided by the scammer was not one of theirs. Then I called the scammer and told this foreign-sounding \*&^%\* to release my computer from their grip. He of course denied any responsibility. I eventually managed to regain access to my computer through repeated efforts to access its control panel, where I managed to erase the scammers' presence. The background noise during my call to the scammer sounded like a boiler room atmosphere and the scammer's accent sounded Russian, but I can't assure my accuracy in that assessment. Microsoft took the scammer's number and supposedly referred it to their Fraud unit, but hopefully you can chase these \*&^%&'s down and boil them. If you don't want involvement in boiling them...send them to me. The scammer's contact number is: (b) (6) . Microsoft's actual Support number is: 1-800-642-7676. The reference number for my call to them is (b) (6) . Go get 'em.

---

## Ticket: # 1339097 - Grandfathered Unlimited Cellular Data Hotspot and Grandfathered Unlimited Digital Subscriber Line

**Date:** 12/4/2016 9:14:23 PM

**City/State/Zip:** Middletown, Ohio 45042-7940

**Company Complaining About:** AT&T

---

### Description

The AT&T company is in violation of the contract FCC laws upon the initial grandfathered unlimited cellular and unlimited data plan purchases. How could the purchased of the newer devices offer the access to the grandfathered devices if the purchase of the increase in the 5GB cellular data plan did not give me access on the other newer devices such as the 6Plus iPhone, the iPhone 4 and the 3GS which are all purchased under the grandfathered unlimited cellular and internet plan (s). The AT&T company taken away the personal hotspot on all the devices unless I increase the 250 MB cellular plan to the 5GB cellular data plan. I did have access to the personal hotspot on the iPad2 before I increase the cellular data plan to 5GB.

Now, I have access again to the icon for the personal hotspot on all devices except the iPad2 because it is also purchased at the same time AT&T denied access to use the iPad2 with the unlimited data plan I have with the 3GS unlimited data plan and unlimited internet access. However, The AT&T company still deny access to the personal hotspot on the iPad2 because it changed its usage to tethering with newer devices than the iPad2 that I already own. However, the AT&T Unlimited Internet Plan per AT & T expired on about or August 16, 2016 with the cap of approximate 150GB. The first complaint I filed with the Federal Communications Commission 445 12th Street SW Washington, DC 20554 on about or • 6/20/15 • Phone: 1-888-225-5322 • TTY: 1-888-835-5322 • Videophone: 1-844-432-2275 • Fax: 1-866-418-0232 mentioned the "...Ticket No. 348896 was served on AT&T Wireless on Jun 19 for its review and response. AT&T Wireless will likely contact you in an effort to resolve your issue..."

"...A response is due to the FCC no later than 30 days from today. AT&T Wireless will respond to you directly by postal mail..." I purchased the iPad2 to use the unlimited data and unlimited internet plan(s) for clear access for the businesses I plan to start up in the future such as the organization name modified as; The Application Cable Television Software Extraordinary Newsprint Diplomacy Security (TACTSENDS), Limited Liability Company (LLC) to place each local newspaper print icon so the senior citizens could read the newspaper on their digital televisions idea creation on about or Wednesday May 20, 2015 as the rehire employee on about Wednesday, September 9, 2015 and/or Wednesday, September 2, 2015 Identification Number: 00306430 and the Insert Operator at the Cox Media Group, Dayton OH. The Cox University Skillport Prospective Student also as the Senior Software Engineer Technology License and Development Agreement Information, Senior Software Engineer Technician License Development Agreement Information, the Executive Senior Vice President of Sales (SVP) and Vice President (VP) of Corporate Development including the self submission of the nomination (s) form accepted until Oct. 31, 2016 to "...Win \$50,000 G2 Overachievers Grant for the G2 Overachievers..." website via scanned or photographed copies, or by mail to G2 Overachiever Contest, 90 Rockwood Place, Rochester, NY 14610.

I have started up other businesses such as; The Wilcof's Avon Beauty Center, LLC, The United States Bicentennial Commission (USBC) and; The Ohio Writer's publishing Company, LLC (OWPC) and; The Independent (Wilcof's) Avon Sales Representative, Limited Liability Company (LLC) and; The Wilcof's Avon Beauty Center, Limited Liability Company (LLC) 100% profits to go the Dolly



Parton Imagination Library sponsored by the Middletown Community Foundation until I develop repeat customers then I decided on what percentage I should receive. I first activated the 3GS iPhone. The AT&T team of representatives tried to bully I, Mrs. (b) (6) by calling me at (b) (6) and in the past tried to bully me into share plans but I refuse to change the access to the unlimited plan because our analog phones are used with the stipulation of unlimited shared local and long distance calling feature plans. Please only have the AT&T company write me and solve the problem via seeing the Personal Hotspot icon listed in the setting menu on the left side of the iPad2 highlighted "...Personal Hotspot..." and activate it like all the rest of the devices I have already list the Personal Hotspot icon but is not activated since I increased the cellular data on the iPad2 to 5GB and change the 5GB and/or 250 MB back to the unlimited cellular data and unlimited internet Digital Subscriber Line instead of the cap of the 150MB which change the budget cost substantial up to over approximate \$650.00+. I planned to activated the unlimited cellular plan for the iPad2 on about or April 3, 2011 because when I purchased the iPad2 on about or original date April 2010 due to sickness or illness the iPad2 included the features tethering (i.e., Personal Hotspot) with Wi Fi and the Cellular Data features including the icon for the Personal Hotspot. I purchase the iPad2 soon after I activated the grandfathered unlimited internet and grandfathered unlimited cellular plan for the iPhone 3GS on about or February 3, 2010 also including the icon for the Personal Hotspot. However, the AT&T Unlimited Data Plan per AT &T expired on about or June 2010 per the records I have or August 16, 2016 and January 2010 respectively per the records AT&T said they ended the unlimited internet access for the Internet, the World Wide Web and the unlimited access for the Personal Hotspot.

---

**Ticket: # 1339226 - Time warner internet (now Spectrum) man in middle attack**

**Date:** 12/5/2016 1:33:44 AM

**City/State/Zip:** Plano, Texas 75024

**Company Complaining About:** Time Warner

---

## **Description**

Tried to use my internet access on my iPhone. Every website I tried to visit, I was encumbered with the following message " dear time warner cable user, you have been selected to participate in and anonymous survey about your experiences with time warner cable Internet. At the end of the short 32nd survey, you will be offered some exclusive rewards ( Worth at least \$120 ) for providing us with valuable consumer data. "

Time warner is preventing my iPhone from using the internet. Interestingly, my other computer is not directed to this forced survey.

---

[Ticket: # 1339948 - Fcc phone frequency integrity jeopardized](#)

**Date:** 12/5/2016 3:50:33 PM

**City/State/Zip:** Tempe, Arizona 85281

**Company Complaining About:** Cricket

---

### **Description**

I have reason to believe that my phone frequency integrity is jeopardized ..validated by random people openly discussing my phone content....unawares of who i am

---

**Ticket: # 1340711 - interference**

**Date:** 12/6/2016 1:14:38 AM

**City/State/Zip:** Stockton, California 95206

**Company Complaining About:** Comcast

---

## **Description**

my local server was disconnected when comcast installed the norton system approximately 3 month ago and is blocking me from having full access to my system.

i believe that an on line school also has access to interference with my service from an even exchange from my own personal computers getting affected from down loading site and now i am constantly having to redo users names and passwords after i have already written down information.

my rtv class instructors can also be a factor in the interference's and blockage.

i desire a meeting with all parties along with the commissioner and the united states supreme court of justice.

they have also discriminated and separated communication from the elderly disabled, the poor and those of us who simply do not want this way to communicate and desires the old method of entertainment and business.

this system is forceful intimidated has content that is against the code of ethics and is luring criminal activities to entice our youth and perverts murders rapist.

i would like a phone conference with comcast and the fcc so that my local service will be reconnected with out a charge i can not afford it and i did have to pay for the disconnection and i do not have the money to pay for i have important matters and obligation of livelihood to provide to my family.

i want to talk to the maker makers of these evil devices and surveys to be sent to all customers and then separate the two so that we can all enjoy our service as they were in 2001. pacific bell phone landline and simple cable separated and not connected to the SYStem

i am also to opt out from google maps and any other locator to remove my home and number from there system as well .

i will try to get them on invasion of privacy stalking and interference

this is my 7 th year requesting these demands and i have been greatly ignored

---

**Ticket: # 1340751 - Wireless**

**Date:** 12/6/2016 3:36:28 AM

**City/State/Zip:** Pomona, California 91766

**Company Complaining About:** Time Warner

---

## Description

My neighbor at

(b) (6)

Pomona CA 91766 USA

Has what fits as an illegal military style middle civilian use .... I have a wireless router that is legal max limit And his amplitude of signal stands out like a tower and blocks (carpets) all signals I the gated community block ... His wireless signal called fourfakind completely blankets like 11 other houses .... My cries every night as she had no internet and I have headaches .... I live at number (b) (6) just 10 inches or less across the wall .... (Townhome) (6)

Police do not know how to deal with it .... Please help .... Call me do it e-mail me ad I check my E-mail like once every 6 to 8 month and my phone number is (b) (6) ... Also please have some good professional.calle as the last time a supervisor for FCC in Los Angeles told me that I will be sued by him because I told hi.I fidnitundrstandhis Asian mumbo jumbo ..... Please help me.... Thank you

---

[Ticket: # 1340786 - pop up blockers](#)

**Date:** 12/6/2016 9:02:07 AM

**City/State/Zip:** Hudson, Florida 34667

**Company Complaining About:** E P B In Tenn.

---

## **Description**

I keep getting pop up blockers saying that there is something wrong with my computer. They want money to fix it. I'm a senior and I call them and advise them that there is nothing wrong with the computer, it's a new all in one computer. Maybe you people can stop them from putting up these blockers. Thank you.

---

[Ticket: # 1342260 - wireless hack](#)

**Date:** 12/6/2016 10:01:07 PM

**City/State/Zip:** Bernville, Pennsylvania 19506

**Company Complaining About:** Comcast

---

## Description

my neighbors (b) (6), (b) (6) and (b) (6) have been hacking into our vehicle and remotely starting it as it is a 2013 dodge ram truck, they have hacked into our security cameras, our cell phones as our cable is in the same green box as our electric, we have asked comcast to have a direct line coming into our house as there has been a lot of unusual and weird things happening.

---

[Ticket: # 1342949 - Blocked e mails](#)

**Date:** 12/7/2016 1:03:28 PM

**City/State/Zip:** Lockport, Illinois 60441

**Company Complaining About:** Comcast

---

## **Description**

I own a small business and our emails are being blocked by a company called Cloudmark. Their explanation is that our emails originate from an IP address with a poor reputation. This is limiting our ability to conduct business.



---

**Ticket: # 1342971 - Google is blocking my e-mail messages sending unsolicited questionaries!!**

**Date:** 12/7/2016 1:17:47 PM

**City/State/Zip:** Toa Baja, Puerto Rico 00949

**Company Complaining About:** Claro

---

## **Description**

Google Chrome is blocking contineously including and sending unsolicited questionaries that do not let me have acces to the messages that are send to me

As you will see Chrome under the excused that I am user number what ever they block a lot of my messages sending those unsolicited questionaries that do not have an option to reject or unsubscribe in order not to received any more unsolicited messages. Once the Chrome messages pop up my message rs delete and R cannot have access to it.

No matter I have contacted Google Chrome complaining about this and soliciting then to stop sending unsolicited messages they keep on sending them very frequenly to the extend they include unsolicited messages more than 5 times daily blocking and interrupting communication e-mail messages.

HELP ME PLEASE!!

---

**Ticket: # 1343031 - Yahoo HACKERS VIOLATING FREE SPEECH LAWS!!!**

**Date:** 12/7/2016 1:43:46 PM

**City/State/Zip:** Kapaau, Hawaii 96755

**Company Complaining About:** Hawaiian Telcom

---

## **Description**

I was on Yahoo making benign comments, only to be lambasted after mentioning how "hackers" are attacking everyone on these posts, then they attacked me and absolutely blocked all access, implanting "webappstore.sqlite-shm" etc onto my system, and other attacks!

I have TRIED ON NUMEROUS OCCASIONS to get Yahoo to stop ALLOWING THESE ATTACKS, and some seem to be coming from Yahoo administrators themselves, or they are INTENTIONALLY ALLOWING HACKERS onto their website!!!!

---

**Ticket: # 1345716 - Distribution of a Python wifi jammer on Github**

**Date:** 12/9/2016 12:29:57 AM

**City/State/Zip:** Dayton, Ohio 45410

**Company Complaining About:** Not Applicable

---

## **Description**

It has come to my attention via. a friend of mine that someone is illegally distributing an effective Python wifi jammer on Github, capable of blocking out wifi signals in specific ranges. The jammer can be located at <https://github.com/DanMcInerney/wifijammer/blob/master/README.md> .

---

**Ticket: # 1346337 - Wireless Link Interference from out of band**

**Date:** 12/9/2016 2:02:35 PM

**City/State/Zip:** King City, California 93930

**Company Complaining About:** Unknown

---

## **Description**

We are a WISP (SoMoCo Wireless, Inc.) that has a link from King City to Greenfield, we started seeing interference into our link last week, we have moved frequency a number of times and the interference is moving into us at random times, it is originating as a digital signal at approx. 5840mhz and splattering down to 5800mhz sometimes below that. We have seen the modulation pattern and it is changing from a square block of digital to multiple humps and then spikes and then just wideband noise.

---

**Ticket: # 1346506 - T Mobile Capping Download Speeds under 50KBPS while advertising up to 500KBPS**

**Date:** 12/9/2016 3:06:59 PM

**City/State/Zip:** Los Angeles, California 90026

**Company Complaining About:** T Mobile

---

## **Description**

Hi, I recently enrolled in the T Mobile One Data Plan which includes unlimited data up to 500KBPS.

I did this in order to use mobile hotspot to tether to my PC. I believe T-Mobile is capping my download speeds when I am connecting to the wireless network via tethering from my PC.

My connection shows a wireless speed of around 1.2MB Per Second but the download speeds via tethering are usually under 50KBPS which is basically unuseable. I've also noticed that whenever I tether the connection usually switches over from LTE to 4G.

I can provide pictures as well if an investigator does decide to look into this. Thank you for your assistance.

---

**Ticket: # 1346612 - Wi-Fi Jammer**

**Date:** 12/9/2016 3:37:25 PM

**City/State/Zip:** Spicewood, Texas 78669

**Company Complaining About:** Us Micro Products

---

## **Description**

A local business has contacted me as a RF consultant because 2 weeks ago their Wi-Fi became very intermittent. So I went out today with a spectrum analyzer and found that there was extreme levels of wideband noise in the 2.4GHz ISM band. Upon further investigation many other clients in the building had been experiencing the same issue. The building is located at: 6207 Bee Caves Rd. Ste. 330, Austin, Tx 78746. There are maybe 15 different small to medium size businesses located in the building and a number of them have been suffering with very poor internet service (very intermittent) and I believe there is a Wi-Fi Jammer that is causing the problems. I tried to attach photos but your website did not upload them. I am an RF Consultant and can be reached at (b) (6)

---

**Ticket: # 1346660 - Neighbor is jamming my internet signal and wireless cameras**

**Date:** 12/9/2016 3:47:13 PM

**City/State/Zip:** Hector, Arkansas 72843

**Company Complaining About:** Charles Ray Rowland- Smith

---

### **Description**

I have called everyone my provider, I had my wireless service turned off. This druggie across the street is jamming my internet wired service even now. Noone will listen to me. He walk around with this device in his pocket and listens in on phone calls, etc.. The country sheriff office won't even take my report anymore about it , he is using it to turn off the security cameras we have around our property to rob us. Right now he is stealing out of our propane tank by jamming our devices so we cannot record a photo of him. Please help us.

---

**Ticket: # 1346979 - Comcast - Internet**

**Date:** 12/9/2016 6:08:51 PM

**City/State/Zip:** Detroit, Michigan 48238

**Company Complaining About:** Comcast

---

## **Description**

I initially contacted Comcast to find out why my bill was so high. As the agent proceeded to go over the charges, to my dismay, Comcast was charging me more for the Triple Play than what they originally stated \$99.99 vs, \$89.99, and added \$10.00 for a cable box that was offered to me free for 1 year. Furthermore, I was charged a \$30 fee for a Tech to come out and perform an installation. He did not perform an installation; all the Tech did was change out an outdated modem for a newer model. No installation was performed, I set everything up. He did not fix the problem. Though during his visit, I did discover that I was not getting what I was paying for.

Approximately one week ago, I contacted Comcast to have them find out why my internet connection failed each time a vehicle would drive down my street. They sent a tech out (without telling me that there's a \$50.00 charge). The tech determined that I was not getting the speed I was paying for and changed my modem. He connected me to the new frequency now titled, Speed, but I could never stay connected. Thus, I am now connected to the original very slow connection and paying for a faster connection and again, am experiencing connection issues which prompted the visit, to wit, each time a vehicle goes down the street, my connection fails. To rectify the problem, Comcast wants me to pay for another service call - \$50 - or purchase a maintenance plan - \$5.99 per month - to resolve an issue that was never resolved with the first visit. First they did not honor their word, they just said things to get me to pay for a bigger package, then increased my costs \$20 (\$99.99 vs \$89.099= \$10.00 + 10.00 = \$20.00 increase), on top of being billed at a higher rate for an internet connection I do not have access too. Yet, the connection I'm being over billed for still does not work. Their answer is for me to pay another \$50.00 to have a Tech come out again to check it out. This, in my opinion, is a scam. I'm paying more for something I originally got for less, I'm paying for something I can't access, and none of it works.



---

[Ticket: # 1347106 - Failing Property's Electricity/Slow recharging/foul plug-ins](#)

**Date:** 12/9/2016 7:35:40 PM

**City/State/Zip:** Los Angeles, California 90008

**Company Complaining About:** Time Warner

---

## **Description**

Ex eternal breakages/Failing parts/Interference

---

**Ticket: # 1347134 - Allowing Telephone Calls on Airline Flights**

**Date:** 12/9/2016 7:57:56 PM

**City/State/Zip:** Irving, Texas 75061

**Company Complaining About:** AT&T

---

### **Description**

Please Do Not Allow Telephone Calls on Flights! Please! ABC News reported that you are seeking feedback from citizens. No, please do not. We pay hundreds of dollars to fly in a small, confined space with a lot of noise now. So we would want to have people talking loud and being even more disturbing? Oh, please don't do that to us! If we are asked to turn off devices now because they interfere with the Airplane operations, then why would any agency allow the interference to increase and threaten the safety of all those on the airline flight. There are always those who abuse, and the newest generation is the worst at feeling they are entitled to do what they want. You will increase violent incidences on flights and create more for the airline attendants to deal with. Please save us from that.

---

**Ticket: # 1347508 - Frequent interruption of internet connection**

**Date:** 12/10/2016 12:08:27 PM

**City/State/Zip:** Platteville, Wisconsin 53818

**Company Complaining About:** Centurylink

---

**Description**

I have had the internet connection from CenturyLink for the past 5 months. During these 5 months my internet has disconnected several times and I have made complaints with CenturyLink's customer service each time. I have been very patient with them but the service just doesn't improve.

The internet connection is very unreliable and keeps disconnecting all the time but I pay a lot of money each month in bills to this company. But the service never improves. I am an instructor and I need internet to interact with my students. This weekend is pre-finals weekend, I need to work on grades and students may have questions regarding the finals but I cannot respond to anyone because I have no internet for the entire weekend. And this is not the first weekend that it has happened to me. This has happened on more than four weekends. That is many days of no internet where I paid full amount of the bill.

Please help me solve this problem. They have a monopoly here in Platteville, I have no option to switch to another service provider.

---

[Ticket: # 1347814 - Privacy](#)

**Date:** 12/10/2016 6:16:03 PM

**City/State/Zip:** Ft Lauderdale, Florida 33312

**Company Complaining About:** Comcast

---

**Description**

Did not like the services

---

**Ticket: # 1348068 - Service disconnect**

**Date:** 12/11/2016 9:35:31 AM

**City/State/Zip:** Brunswick, Ohio 44212

**Company Complaining About:** Wide Open West

---

## **Description**

Back in Jan. 2016, I switched my cable service/internet provider from WOW to Time warner. On 12/2/2016, a representative from WOW, cam onto my property and disconnected my Time warner service and put a lock on my cable. It took Time warner 2 days to come out and restore my service. I contacted WOW about this, and was given a run around about being compensated for being without cable services for 2 days, due to their company's mistake. Nothing has been done. How an I proceed with legal and or civil charges in this matter?

(b) (6)

Brunswick, Ohio 44212

(b) (6)

---

[Ticket: # 1348811 - Service Issues With Internet & Phone & Security with comcast services](#)

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

**City/State/Zip:** East Vandergrift, Pennsylvania 15629

**Company Complaining About:** Comcast

---

## **Description**

Service Issues & problems still continue with comcast Phone & internet & security cameras . Poor levels of signal coming into my home for internet, causing problems with security cameras & phone services and not able to connect devices like xbox360 and other devices to modem . Issues not being able to connect to security cameras and also getting dropped calls and no dial tone issues and christina at comcast corp and nick izzo for tech have returned my calls nor emails nor fixed problem the problem. I WANT CREDITS APPLIED FOR 1 FREE MONTH OF SERVICE FROM COMCAST.

---

[Ticket: # 1350443 - Mediacom internet service](#)

**Date:** 12/13/2016 10:11:22 AM

**City/State/Zip:** Camden, North Carolina 27921

**Company Complaining About:** Mediacom

---

## **Description**

For the past three months I have been experiencing significant internet outages consisting of no internet service for sometimes up to 24 hrs. Most of the service interruptions result in having internet service for approximately one minute with service then being out for hours. This cycle has continued for the last three months. I have contacted Mediacom up to a few times a week via phone as well as using the Mediacom application to resolve this issue with no solution.

---

[Ticket: # 1350448 - Mediacom internet service](#)

**Date:** 12/13/2016 10:13:52 AM

**City/State/Zip:** Camden, North Carolina 27921

**Company Complaining About:** Mediacom

---

## **Description**

For the past three months I have been experiencing significant internet outages consisting of no internet service for sometimes up to 24 hrs. Most of the service interruptions result in having internet service for approximately one minute with service then being out for hours. This cycle has continued for the last three months. I have contacted Mediacom up to a few times a week via phone as well as using the Mediacom application to resolve this issue with no solution.



---

**Ticket: # 1350731 - Refusing to connect/terrible ping for Xbox Services****Date:** 12/13/2016 12:31:11 PM**City/State/Zip:** Wilmington, North Carolina 28504**Company Complaining About:** Time Warner

---

**Description**

I have contacted Time Warner Cable several times about an internet issue that causes issues when communicating through Xbox Live Services. Ever since I have had TWC installed, all Xbox Live Services are extremely slow and will not connect to store purchases, in game content, and any images that are connected through Xbox Live that ping through the TWC RR servers. I have had a technician come out, swap modems/routers, ran several ping and jitter tests, trace routes, port forwarding and triggering, bridging the NAT, enabling and disabling UPnP and firewall, changed DNS servers, set up reserved IP's for the Xbox One with dedicated ports, and nothing has helped. I spoke to a very knowledgeable representative from TWC who assisted on trying to fix it for an hour, but after hours of my research I have found that I'm not the only one encountering this issue with TWC refusing or dropping connection when it comes to Xbox Live Services. I have read that it is an infrastructure issue in TWC networking, and TWC claims nothing is wrong with their service, although thousands have complained. I have no issue with any other devices, and i have tried connecting my Xbox One to different connections, such as my cell phones portable hotspot, which had no issues with Xbox Live Services. It has been narrowed down to an issue on TWC, and they need to address it and fix it. I'm paying a lot of money for something I expect to work fully.

---

**Ticket: # 1350775 - Coercion**

**Date:** 12/13/2016 12:52:17 PM

**City/State/Zip:** Spring Hill, Florida 34609

**Company Complaining About:** Spectrum

---

### **Description**

Spectrum has disconnected our Wi-Fi twice and our internet once. Someone told my husband we had to have them replace our router and charge us an additional monthly fee of \$3.

Please have them stop shutting off our Wi-Fi and internet.

---

**Ticket: # 1350927 - Non delivery of services**

**Date:** 12/13/2016 1:50:48 PM

**City/State/Zip:** Coral Springs, Florida 33067

**Company Complaining About:** Comcast

---

### **Description**

During July 2016, I was approached my representative of COMCAST, who wanted me to change my TV/Phone/internet service from Direct TV to COMCAST, I was told the service would be better and faster, and i would receive a \$250 VISA card for the switch. That representative quit before the service was installed and a new sale person came to fill in, I stated I didn't want do the switch, he promise me everything was going to be great. Since I did the switch(1) the internet is slower, (2) less channels on the TV , (3) Phone drops calls (4) First two bills i was over charge and had to produce my contract in order to get correction.(5) never received \$250 VISA ( which was part of promotion). I have e-mail which document evidence of the allegations, Also I had to pay to switch from Direct TV

---

[Ticket: # 1351679 - Poor internet quality](#)

**Date:** 12/13/2016 6:13:59 PM

**City/State/Zip:** Gresham, Oregon 97080

**Company Complaining About:** Comcast

---

### **Description**

Ice storm caused damage to Comcast equipment. Comcast is sending technicians for each complaint in neighborhood. What needs to happen is they need to send a crew out to fix the "amplifier" issue. They don't seem to be in much of a hurry, however, they will sure take my money!

---

[Ticket: # 1351862 - Internet interference from next door neighbor](#)

**Date:** 12/13/2016 7:30:02 PM

**City/State/Zip:** Montebello, California 90640

**Company Complaining About:** AT&T

---

## **Description**

Our neighbors have multiple routers, 2 TP link FE Extenders that are interfering with our internet signal, landline (dropped calls) and smart tv apps. They have a roughly 1380 sq ft home. We are only able to use our internet to its fullest capabilities when they aren't home. Our connections are slow and sporadic at best and the battery power on our cellphones drops dramatically.

---

**Ticket: # 1352335 - Re, xfinity essentials internet service**

**Date:** 12/14/2016 9:13:10 AM

**City/State/Zip:** Powder Springs, Georgia 30127

**Company Complaining About:** Comcast

---

### **Description**

No internet for 4 days and grandchild have finals. Poor customer service, unethical and professional devices. Failure to provide remedy. (b) (6)

---

[Ticket: # 1352688 - internet and cable issues](#)

**Date:** 12/14/2016 12:36:32 PM

**City/State/Zip:** Orlando, Florida 32828

**Company Complaining About:** AT&T

---

### **Description**

We have been with Direct TV and AT&T for 12 months. I have had issues every month. However this last month they have been to my house 4 times and waiting on them again today. We have very weak internet connection and drops daily. I have to reset the modem every day.

---

**Ticket: # 1352932 - Cancellation fee**

**Date:** 12/14/2016 2:20:58 PM

**City/State/Zip:** Orange Beach, Alabama 36561

**Company Complaining About:** Centurylink

---

## **Description**

I had century link service at my new house. It was installed in February 2016. This is a summer house so we travel back and fourth to Dallas. Every time we return the internet is not working. At the end of August we decided to move in the house full time. Again the internet was down. Century link after a 5 day wait came out and got it working - last less than an hour. Called two days later they come back and fix it and an hour later it does not work. After a third time and many hours on the phone I called and terminated my service. When I first got service they did not tell me or I don't recall them saying there was a one year committment. When I got my bill, they charged me a 300 early termination fee. I have written, called, and emailed including a letter to the President. I also filed a complaint with BBB. I should not be charged a early termination fee if Century link cannot provide reliable internet service and that is why I terminated the service. Can you help with getting the company to remove the fee. I am not going to pay it. Thanks



---

[Ticket: # 1353261 - Computer hijacked](#)

**Date:** 12/14/2016 4:40:19 PM

**City/State/Zip:** Castro Valley, California 94546

**Company Complaining About:** None

---

### **Description**

This Customer Service that hijacked my computer and could not use it and being told of virus and to call 888-984-1084. This is causing too much problems and stress. Please stop these companies on preying on innocent people.

---

[Ticket: # 1353527 - DSL internet service with Century Link](#)

**Date:** 12/14/2016 6:53:37 PM

**City/State/Zip:** Lincoln City, Oregon 97367

**Company Complaining About:** Centurylink

---

## **Description**

Century Link provides the only option for internet service in our area which is just outside the city limits of Lincoln City OR. This service has only one option of 1.5 megabyte speed. They do not provide this speed although they bill for it. The service varies in speed and quality all day and night. It stops and starts at random and does not maintain continuous quality. They are aware of this issue and refuse to upgrade their equipment to provide either dependable, consistent, or faster service.

---

**Ticket: # 1353725 - Unwanted message the my computer is infected**

**Date:** 12/14/2016 9:03:59 PM

**City/State/Zip:** Ocala, Florida 34476

**Company Complaining About:** Centurylink

---

### **Description**

I received a full screen message that my computer was infected and I had to call Microsoft at 1-888-995-8812, or I would have problems with my system.

---

[Ticket: # 1353978 - harassment, bullying, website takeover](#)

**Date:** 12/15/2016 2:51:52 AM

**City/State/Zip:** Rimrock, Arizona 86335

**Company Complaining About:** Centurylink

---

## **Description**

While on websites my server is being watched,taken over, and I am being harrassed . I've continued to have issues for nearly 2 years and have not been able to figure out exactly whom it is. However I do have a very good idea of the culprits and would appreciate an investigation I've gone thru many devices and have exhausted my patience. If you're interested I also have plenty of saved data from multiple devices and have saved some on jump drives. Thank you for your time and hope to hear from you soon!

---

**Ticket: # 1354046 - Problem with internet over past 2-3 years**

**Date:** 12/15/2016 9:33:16 AM

**City/State/Zip:** Jackson, New Jersey 08527

**Company Complaining About:** Optimum

---

## **Description**

we have been having problems with our internet connection over the past 2-3 years. this is not the first time i am filing a complaint with the FCC about my service. at times the service is just slow and at times we lose service all together. we have had optimum several times of the years. They have re wired my house, from my house to the box, changed out my boxes, my router, and so on. It doesn't seem to matter with in a few weeks the problem is back again. They said it seems to be a problem at the plant.

i am still paying for a service for which i am not getting all the times We have also had to pay extra on our cell phone plan bc we cant use the Wi-Fi in our house.

---

**Ticket: # 1354197 - Internet/billing**

**Date:** 12/15/2016 11:13:43 AM

**City/State/Zip:** Bloomfield Hills, Michigan 48304

**Company Complaining About:** Comcast

---

## **Description**

I have had intermitted services with my internet for over a year with Comcast. I have call and made complaints. They have send someone one to my house on more than 5 occasions. With Comcast charging me \$50.00 for a services call. The tech that came to my home, stated that the issue was that the cable box was not strong enough where it was located, so he moved it. I was good with the service for about a month and had to call back. This time the tech told me that the channel I was on, was not the right one. That sometimes it changes channel and have to be changed back. I called and Comcast told me that I would not have to pay for the service call. Which I am not sure if I was or not, I asked for my bill and the costumer service rep, told me that they had the wrong address, they did have the N for north on the bill nor did they have the unit number. The information was updated. So I asked the rep to send me my billing information. Which I got about 2 weeks later.

The billing issue is, My services was in disconnection status, which I did not know. When I call to make a complaint, the customer serv rep told me that I need to pay my bill, and maybe I would not have problems with the internet. I set up a payment arrangement for the bill. A hundred and sixty (160) was suppose to come out of my account on this date and never did, so I call back to see what happened and the young lady told me that the services was disconnected, which I already knew. So she look into the matter a told me that it was a problem on there in and her supervisor would call me back, which see never did, so I call Comcast headquarters and they told me that it was something in which the way they put the info in, but it was not my fault I pay for it that day. She told me that I would not get the reconnect fee and later I found out that I did. I tried to complaint but it never got refunded to me. So this is been going on with disconnections which are not disconnected and fee and charges that makes my bill start out at \$129. know it is 179 plus fee and surcharges and taxes. Not sure what to do, I have talked to so many different people at Comcast regarding this. With them promising me that it will get taking care of and \$220 late, it just keep getting higher.

---

[Ticket: # 1354290 - Mediacom injecting adds/popups into http traffic.](#)

**Date:** 12/15/2016 11:46:41 AM

**City/State/Zip:** Navarre, Florida 32566

**Company Complaining About:** Mediacom

---

## **Description**

I keep getting popups from mediacom while surfing the internet. I notice it doesn't happen over https traffic. I think they are hijacking normal http traffic and injecting packets or something.

---

**Ticket: # 1354656 - Scam incident**

**Date:** 12/15/2016 2:14:12 PM

**City/State/Zip:** Lenexa, Kansas 66215

**Company Complaining About:** Unknown

---

## **Description**

Someone representing themselves as Microsoft repair tech, was not however, led me to believe I had problem, after I had opened a scam website. After allowing him access to my computer he said he wanted \$190 to do the repair. I refused. n

nNow my computer is not working correctly.

The East Indian man I talked with was calling from phone no. 844-881-4187 and told me to use access code no. 676713.1



---

[Ticket: # 1355183 - Internet security](#)

**Date:** 12/15/2016 5:59:18 PM

**City/State/Zip:** Colorado Springs, Colorado 80919

**Company Complaining About:** Centurylink

---

### **Description**

I continue to have problems with my work computer and my cell phone at work I keep opening tickets with my work and making complaints and they continue to disregard them. This is violating my identity and the identity of my customers.

---

**Ticket: # 1355701 - Third Party Interference With new Computer**

**Date:** 12/16/2016 1:30:34 AM

**City/State/Zip:** Salinas, California 93905

**Company Complaining About:** AT&T

---

**Description**

NEW APPLE MAC PRO COMPUTER:

-THESE ARE THE IP ADDRESSES I HAVE FOUND ON MY COMPUTER I HAVE CHANGED MY PASSWORD OVER 50 TIMES BUT THEY ARE STILL ABLE TO LOG ON:

THE IP ADDRESS THAT ARE RESPONSIBLE:

SOLEDAD, CA. IP (b) (6)

HOLLISTER, CA. IP (b) (6)

-THIRD PARTY USING THUNDERBOLT BRIDGE TO ACCESS COMPUTER

-THIRD PARTY WHEN GO TO NETWORK THEY ARE USING A NEW SYSTEM CALLED "KEY CHAIN" TO GAIN ACCESS INTO LOCKED DATA ON COMPUTER

THIRD PARTY REMOVED LOCKS ON IMPORTANT SECURITY LIKE SECURITY AND PRIVATE IN SYSTEMS PREFERENCES FOR FIREWALL AND FIREVAULT ON NEW COMPUTER (NO LOCK, WAS REMOVED BY THIRD PARTY)

WANT BE ABLE TO USE NEW COMPUTER DUE TO ALL LOCKS BEING REMOVED BY 3RD PARTY.

- USERS AND GROUP (NO LOCK)

-SHARING (NO LOCK)

-NETWORK (NO LOCK)

-EXTENSION (NO LOCK),

-WHEN STARTED UP NEW COMPUTER THEY WANTED ME TO GO THROUGH ICLOUD OR ITUNES I DID NOT. SO THEY SHUT DOWN MY COMPUTER SO THEY COULD FORCE ME TO GO THROUGH ICLOUD AND ITUNES (I DISCOVER OVER HUNDRED FOLDERS BEING HIDDEN IN MY ITUNES ACCOUNT ON (12-14-16)

-I FOUND HOUNDREDS OF FOLDERS IN ITUNE YESTERDAY AND DELETED MOST OF THEM THEY NOW HAVE A FOLDER CALLED DYNAMIC DATA AND AUTOMATICALLY ADD -TO DATA THAT RETRIEVE ALL MY PERSONAL INFORMATION WHEN LOG ON COMPUTER

-I NOW HAVE TO TYPE A PASSWORD IN MESSAGES KEYCHAIN OR CLOUDPAIRD KEYCHAIN TO USE COMPUTER

---

**Ticket: # 1356054 - Comcast Xfinity Service**

**Date:** 12/16/2016 12:07:01 PM

**City/State/Zip:** Emporia, Virginia 23847

**Company Complaining About:** Comcast

---

### **Description**

Internet Service has not been working properly since November 2015. I've called Comcast multiple times since then to complain about my service. They continue to send technicians that aren't fixing the problem and report that the problem is not at the house but at the connection on the highway. Every technician reports the same thing, however no one is fixing the problem and I continue to pay a full month bill every time.

---

**Ticket: # 1356381 - AT&T Uverse internet**

**Date:** 12/16/2016 2:25:53 PM

**City/State/Zip:** Anaheim, California 92804

**Company Complaining About:** AT&T

---

### **Description**

I called to upgrade my internet service months ago and I've been paying \$53.57 a month. The internet connection started to drop again so I called in and customer service told me that I had the most basic package for \$53.57!! But when I called to upgrade they told me that it was the best connection in my area!! They've been getting more money from me for upgraded service that was never upgraded on their end!! I've been lied to over and over again by AT&T!!

---

[Ticket: # 1356602 - Hijacking of legitimate browser/dns requests](#)

**Date:** 12/16/2016 3:44:01 PM

**City/State/Zip:** Portland, Oregon 97202

**Company Complaining About:** Comcast

---

## **Description**

DNS request to a legitimate, resolving domain was hijacked and redirected to survey site. The redirect was via http and included information which could be used to personally identify someone, which was sent as plain text over an unencrypted connection in GET parameters

---

**Ticket: # 1357290 - INTERNET, TV CABLE AND HOME PHONE**

**Date:** 12/16/2016 11:03:39 PM

**City/State/Zip:** Camarillo, California 93010

**Company Complaining About:** Frontier Communications

---

## **Description**

The bill was \$135.47 which were TV cable, internet and home phone .

August 1, 2016 increased to \$182.25. I request to disconnect the home phone. I asked him how much for this month bill, he does not know. I told him, I will pay \$135.47 the extra, it will roll to the next month bill.

The bill in September up to \$340.34 I called on September 23 to disconnect home phone, internet, and TV cable October 2

KHARI gave me the confirm#0611111212 but they cut off on September 29.

I paid \$229.03 on September 26. which is \$46.78 left over from month before and the present month \$182.25

I called them three time already.

Please see attached

---

[Ticket: # 1357439 - Personal wifi blocking](#)

**Date:** 12/17/2016 7:14:00 AM

**City/State/Zip:** Trujillo Alto, Puerto Rico 00976

**Company Complaining About:** Luis Muñoz Marín San Juan International Airport

---

## **Description**

The San Juan, PR (SJU) airport is blocking personal wifi hotspots in the B terminal.

---

**Ticket: # 1357731 - Overlapping signal thats jamming our wifi service****Date:** 12/17/2016 3:22:20 PM**City/State/Zip:** Port Saint Lucie, Florida 34984**Company Complaining About:** Comcast

---

**Description**

Good Afternoon, I have tried to make a complaint before (ticket number #1112133) but Comcast response was not helpful. There is a problem with an overlapping signal that mimics our mac address in both 2.4g and 5g (be34268d7702) as well as (be34268d7708) these are both causing my snr value to drop in negative db. Our mac address is(9c34268d7702) Comcast in their letter said that it is not broadcasting from our modem yet if I change the frequency we are on it follows to that frequency and the amplitude is the same as ours which causes us to disconnect from the internet connection. I also used an am radio tuned to a quiet frequency at the lower end of the dial and around our modem I hear buzzing as well as when I connect a device to our wifi. I also contacted FPL to have them check their equipment and transformer which was fine. I believe its an intentional jamming signal that matches up with a radio jammers method. I would like enforcement involved to locate this overlapping signal. I also measured the power density of that signal and noticed that it was dangerously high (sometimes over 2,000 uW/cm<sup>2</sup> causing thermal health issues. My question is what and whom are controlling these overlapping signals and how do I avoid interference? I have tried every trouble shooting step and to no avail. Comcast needs to investigate if this signal is jamming our network so we can get law enforcement involved. Hopefully this shows suspicion if anything is needed on my end to help determine if its a jammer can Comcast please keep it in writing so that no wrong information is giving or confused. Thank you



---

[Ticket: # 1358077 - Purposeful WiFi Blocking](#)

**Date:** 12/18/2016 2:10:13 AM

**City/State/Zip:** Columbia, South Carolina 29201

**Company Complaining About:** Richland County School District One

---

### **Description**

WiFi access points and hot spots are being blocked by company hardware/software.

---

**Ticket: # 1358145 - Verizon email**

**Date:** 12/18/2016 10:14:30 AM

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

**Company Complaining About:** Verizon

---

## **Description**

My wife and I are paying customers of Verizon FIOS. The whole package--telephone, cable TV and internet. Since last Wednesday, Dec. 14, perhaps earlier (we first spotted the problem then), Verizon email has been shut down. At the time, each day, Verizon would promise that the problem would be fixed "by 8:00 this evening." Then it was "8:00 this evening" the next day. And the next day. Etc. In trying to get a handle on the problem, I have searched the Verizon Website and called Verizon's telephone help line. Not a word about what is going wrong nor why the problem has been strung out over an indefinite period. The verbal encounters offered no help, only apologies. I made an impassioned plea that we, Verizon's paying customers, were entitled to some sort of announcement on the Website (it still works) explaining the problem in detail and keeping us updated on at least a daily basis. No such luck. I even called my computer help line (Apple) to see what wisdom they might pass along to assist its customers in finding some viable means of addressing the problem--for explanations &/or confronting Verizon to be more sensitive to its own customers. Apple said they were familiar with the problem but were at a loss to offer concrete suggestions. I am astounded that such terrible treatment of its customers is being perpetrated by the Verizon Corporation.

---

**Ticket: # 1358276 - Google Shut Down My Internet Service on My Phone & Doesn't Know How To Turn It Back On**

**Date:** 12/18/2016 2:21:16 PM

**City/State/Zip:** Baden, Pennsylvania 15005

**Company Complaining About:** Google

---

**Description**

My cousin had used my phone to access her gmail in July. She received a notice on 12/13/16 that an Android (my phone) was trying to access her gmail and then asked her if she owned an Android Galaxy 5. She said no. I never tried to access he email - this is both untrue and inaccurate. Ever since she checked her mail on my phone, I see her email on my phone.

Later that night my phone was locked with a password that NO ONE knows. I have called TMobile who transferred me to Google. Google totally blamed Samsung, which is also inaccurate since a service called "Android Device Manager" closed down all services on my phone. Google owns "Android Device Manager." Google transferred me to Samsung who just tried to reboot my phone. I am sure this is illegal. I have pictures and videos of my of my deceased mother on my phone, I have legal information on my phone so I can't do a factory reset. Google shut down all of my services and I don't pay Google any money for any services. I believe this is illegal and will pursue all avenues to make Google take responsibility. It has been a week now, I live alone and have no lan line to call out on. Google needs to unlock my phone immediately and pay TMobile & Comcast for the services that I haven't been able to access, like Phone, GPS, wifi etc. Google is acting like big brother.

---

**Ticket: # 1358407 - DDoS Attacks!!**

**Date:** 12/18/2016 6:29:06 PM

**City/State/Zip:** Calais, Maine 04619

**Company Complaining About:** Time Warner

---

## **Description**

One person on the PS3 is DDoS attacking me non stop. I dont know who he is. The only thing i know about him is his PS3 Gamertag stopbanningrchkd . i know he is the one responsible for this because right before i went offline he sent a ps3 message saying "down goes your router :)" he has been doing this for about 3 weeks now and it has to stop! Me and my mom both have to take important tests online but he is making this impossible for us. Please do something about this person. I know for a fact DDoS attacks are illegal and he need to realize what hes doing is wrong.

---

**Ticket: # 1358665 - (criminal ) Interference, disruption of phone and Internet of 2 seniors**

**Date:** 12/19/2016 12:49:53 AM

**City/State/Zip:** Venice, California 90291

**Company Complaining About:** Time Warner

---

## **Description**

12-18-2016

Gratuitous disruption of our Internet and Phone experience continues, which extends to TV continues (see previous reports). We have reported the matter to LAPD and IC3.gov the Internet crime complaint center. What is happening to us is Horrific. Internet-Phone stalking interference, grotesque violation of privacy.

We have written to you many times. Criminal Investigation of this group must now begin.

The particular group responsible for violations of privacy laws, civil rights and civil liberties we have identified.

A substantial body of well-founded complaints about this group now needs to be investigated.

HERE, in Silicon Beach, a new community of the very best technologists, artists rely on the Internet, Phones other communication tools for their work. We have written to you about this. Please trace our communications with you through these forms.

A REPUTATION OF INTERNET INTERFERENCE BY UNAUTHORIZED INDIVIDUALS AND AGENCIES, UNACCOUNTABLE, DISRUPTIVE, RECKLESS will harm prosperity. Practically the whole world is watching SB as it moves on to converge Internet, Movie Making and Music Creation.

USA created the very best in Technology, Music, the art and technology of Movie-Making.

The group being complained about is un-reliable in their reports, being motivated in case of some its members by malice.

PLEASE ACT TO STOP THESE BEHAVIORS. The Phone company has done nothing to respond to our pleas to FCC.

The activities mentioned about has been going on for over 7 years.

yours sincerely

(b) (6)

Venice, California.

---

**Ticket: # 1359116 - AT&T Internet/Dish Network - Oconomowoc/**

**Date:** 12/19/2016 12:49:50 PM

**City/State/Zip:** Oconomowoc, Wisconsin 53066

**Company Complaining About:** AT&T

---

## **Description**

I have been electronically harassed to move from my home where the energy, appliances, ear, headaches were unbearable. I did reading in my garage which were over 9700 KW. Currently, at our new apartment 62 miles away there is electronic harassment going on as well. I am of sound mind, physical fit/character. I believe they are using either Direct TV/AT&T and also have hacked into my personal Iphone. My ears always ring, I am not able to sleep, been to an Ear Nose & Throat, hearing test 100% normal, MRI of Brain totally normal, went to see my family medicine physician who has known me for 20 years and told me to move out of the house which has caused physical issues. Only to be followed to my new residence. I believe they have hacked my phone, internet, dish, created some sort of vibration to cause damage to my cars. The home at 1605 Carleton Lane I believe are the people that continue to do this. Renters, "(b) (6)" are the culprits, "(b) (6)" owns the home, girlfriend, "(b) (6)", Basement surfers "(b) (6)" & girlfriend with frizzy hair live in the basement. I believe they wanted me out due to activity around "(b) (6)" drugs. My gas/electric meters run entirely too much. I had to empty the fridge & unplug it at "(b) (6)" since the energy would change and cause physical pain. They have continue this 62 miles away. I have had the electric company, 2 electricians come out, talked with a lawyer, law enforcement. There suggestion is to contact you, in frared, tracking on dish/internet, cell phones. All of our cars have issues, I believe I am the target, the blowers don't work correct & I believe it is carbon dioxide. Since the target is high pitch in either my ears or the back of my head it causes a lot of pain. I'm not sure if this guy is military or not. I do know that every electrical engineer stated that tone generators, dish, direct tv & internet can be used. I have two children that live with me and they do not target them. However, this morning my daughter had an orthodontist appointment and I had to run the car for some time for it to work. The main culprits seems to be the microwave, stove, refrigerator, smoke detectors & mostly the heat, furnace and sprinkler system. This also began at work last Thursday. Had my laptop replaced, brought it home & when I picked it up to bring it to work it was stinging with frequency. This has coasted a fortune, caused headaches, kids worried to death, ears ringing and has totally sucked for the past two months. Not sure if they have tracked me or my kiddos cars but they have a problem and need to be addressed. Again, "(b) (6)", owner of house "(b) (6)", girlfriend "(b) (6)", Basement Surfers "(b) (6)" & frizzy girlfriend. They have denied to the McHenry County Sherriff that anyone except for "(b) (6)" (Basement surfer) lives there. I have cameras along with a Security System. I will not turn "(b) (6)" off until we are fully out of the house and the house sells. Currently my work seems to be the target.

---

**Ticket: # 1359144 - Comcast Unreliable services****Date:** 12/19/2016 1:02:23 PM**City/State/Zip:** Pasadena, Texas 77506**Company Complaining About:** Comcast

---

**Description**

I turned off services at (b) (6) due to many calls about internet and cable interruptions. I picked up 3 different boxes and Comcast could not resolved the issue. I spent several hours on the phone with tech support and customer service agents. Many times I was hung up on and I finally said I was done dealing with their terrible customer and technical services. The Comcast agent said she would gladly cancel my services with no ETF's. That my balance was \$92 and some change. Comcast is now trying to charge me ETF's and other charges for the cancellation. I have been in and out of the hospital for several months and currently under dialysis. I keep getting harassing calls from Comcast that I owe them \$325 and they also keep calling my daughter (b) (6). I need assistance with dealing with these ill mannered and poorly trained reps in tech support and customer service.

---

**Ticket: # 1359913 - Comcast Pressure To Update Modem / Artificial Interruption of Service**

**Date:** 12/19/2016 6:32:14 PM

**City/State/Zip:** Washington, New Jersey 07882-2362

**Company Complaining About:** Comcast

---

## **Description**

Since October 1, 2016, my internet carrier, Comcast, has begun artificially blocking and/or limiting my internet service. I know this is a deliberate attempt on their part to force me to buy another modem from them as, just prior to this, I endured two (2) months of harassment via telephone and US mail regarding my "need to obtain an updated modem." This harassment first began in October 2013, just after several events took place. #1: I downgraded my account from Triple Play package (providing TV, Internet & Telephone) to an Internet Only package. At that time they attempted to completely block my service for over two (2) weeks by creating a phony approval system. This entailed hours spent on the telephone and online (in which I could ONLY access their "approval screen") working with a variety of their service agents, going around and around. During that point, the second event occurred. #2: I discovered that I was still being charged \$7.00/month for the modem I had agreed to purchase from them in April, 2008, when I first moved to this address. At the time, the technician said the charge would stop after 18 months. But, I discovered, I was still being charged in 2013 and, at that time had paid approximately \$462.00 for this modem. Discounting the first 18 months, that represents an illegal charge of \$336.00. I pointed out to them that they had continued to charge me for a modem and, while they did discontinue the charge, no offer for credit or other remuneration for the over payment was ever made and they promptly began insisting I needed a new modem. This went on until I threatened to report them to the FCC. At that point, their harassment stopped. That is, until August of 2016, when they again began to insist that I update my modem and that my modem was not working to the optimum speed. Then, as of October 1, 2016, they began automatically limiting my internet access. I know it is some kind of artificial limitation on their end because all I have to do to regain full access is to re-boot my modem. Which, yes, does work perfectly once it is re-booted. For about four (4) hours. But I am tired of this continuous annoyance. When it first began I had hoped it would cease after a few days or weeks. But now, almost three (3) months later, it continues. I have dealt with them enough to know that they will not cooperate and will continue to harass me regarding this matter. Please intercede on my behalf. I have kept all records and paper work, including the original technician's order (though not the harassing letters) and all paid bills as my account is up to date. I would like them to restore my service according to the terms of the agreement and cease all coercive activities. If you would like copies of these, please let me know, though be advised, it is difficult for me to make copies as I am disabled and do not possess a car. Thank you for any help you can provide in this matter.



---

**Ticket: # 1360141 - GVTC Blocking our MAC addresses again.**

**Date:** 12/19/2016 9:45:35 PM

**City/State/Zip:** Boerne, Texas 78006

**Company Complaining About:** Gvtc-guadalupe Valley Telecom

---

## **Description**

Our internet went down again Saturday December 17, 2016. We put in a ticket with GVTC, ticket # 20806406, spoke to Zack, and they said their fiber card was faulty as we couldn't get an IP address from any device. They escalated and sent their tech Pete later that evening, and he said he replaced the card. We had spotty internet for a the hour or so we were still awake. We woke up the next morning to super slow internet. Behind our router we were dropping packets but directly attached with a laptop we weren't. As the router had been working fine a day before I grew suspicious, and we've seen GVTC interfere with certain MAC addresses. So what I did to prove the issue was not our specific router, a Sonicwall TZ105, but more an issue with a certain MAC address was this: I copied the MAC address from my router to the NIC on my HP laptop and set the speed to 100Mb/Full to mimic my router. That caused my laptop to start dropping packets as my router was doing. Then I set my NIC back to the default MAC address it's assigned and auto negotiate, it didn't drop packets. I called GVTC with this information, and they proceeded to tell me that it's my router and it's getting MAC bound. That makes no sense. My router is an actual router made by Sonicwall, and my laptop is not a router but a laptop made by HP. Yet somehow when programmed with my router's MAC my laptop drops packets just like my router. What's even more interesting is the \$600 router that I should throw in the trash according to GVTC works perfectly fine when it's cascaded behind one of their routers provided with their service. They still claim it's my router, right! Here is a YouTube video of me doing the MAC address switch on my laptop: (b) (6)

---

**Ticket: # 1360321 - FBI and DHS illegally hacking, manipulating and interrupting data on COX Cable modem**

**Date:** 12/20/2016 2:46:49 AM

**City/State/Zip:** Casa Grande, Arizona 85122

**Company Complaining About:** Cox

---

## **Description**

FCC and COX need to properly enforce and protect consumer WIFI, Satellite's and modem routers from FBI, DHS hacking.

Some of the hacks from FBI includes a) preventing access to Web b) monitoring and altering correspondence's to FCC.

This communication was monitored by the FBI and the text was interrupted 10 times. COX needs to fix it's fing modem and reimburse because of COX its weak security and Internet access unavailability.

---

**Ticket: # 1360498 - Internet issues**

**Date:** 12/20/2016 10:31:34 AM

**City/State/Zip:** Mountain Lake, Minnesota 56159

**Company Complaining About:** Mvtv

---

## **Description**

We have MVTV internet, and 2 weeks ago roughly we started having issues with their signal. In talking with them they admitted that there is interference causing trouble with their system. Roughly 2 weeks ago another company called LTD broadband started operating, MVTV does not have any evidence that LTD is the problem, but the tech did tell me yesterday that the interference issues were located in the southern portions of their network. We have talked with another neighbor who has MVTV and they also have internet issues.

---

**Ticket: # 1360606 - Internet Outages**

**Date:** 12/20/2016 11:33:35 AM

**City/State/Zip:** New Orleans, Louisiana 70124

**Company Complaining About:** Cox

---

### **Description**

We have SEVERAL complaints across our neighborhood regarding internet outages. The service isn't consistent, and we are charged a premium price. Cox officials point the finger at the modem (although most of the time it is a modem they provided), the router, or fail to show up at service appointments scheduled. They display poor customer service, and it truly is a shame that they were allowed exclusive rights to Orleans Parish. I have yet to come across a Cox customer that was even halfway satisfied with their service.

---

**Ticket: # 1360738 - Time Warner Cable**

**Date:** 12/20/2016 12:32:06 PM

**City/State/Zip:** Beavercreek, Ohio 45434

**Company Complaining About:** Time Warner

---

## **Description**

I have filled a complaint and received a few calls to return the call to a number that you can not get through on. I received a letter in the mail as well about these issues and i tried to call them number and it is the same one that i can not get any answer. This is very unexceptionable as i pay for a service that is not working and hasn't been stable for the last 3 months. Then i was told this morning that my rate will be going up in feb as my promotion will be up. I will not be paying for this service as this service has caused me so many problems and issues and they still haven't fixed the problems.

Account number (b) (6)

Phone number they left on voice mail and in letter. (b) (6)

Person: (b) (6)

---

**Ticket: # 1362100 - Interference, Harassment, CRIMINAL ACTIVITY by convicts**

**Date:** 12/20/2016 11:12:49 PM

**City/State/Zip:** Venice, California 90291

**Company Complaining About:** Time Warner

---

## **Description**

HELLO, quick summary none of the companies mentioned in this and larger number of previous complaints have done anything to help us. Have no interest in doing so. This whole problem of criminal harassment of our INTERNET, PHONE continues. PLEASE TAKE A VERY ACTIVE [URGE LAPD to make a serious attempt at stopping them]

Horrific Violations of the LAW ! by the Grp working with (b) (6) of myself and my wife (b) (6) (b) (6)). This is a criminal group and has engaged in violent acts against us. WE ARE JUST 2 SENIORS !

TODAY I report on interference in the internet. They have taken over the operation of the computer They turn it off, they slow down websites.

EVEN when contacting the FBI, JUSTICE DEPT. website they hacked it. I think they only succeeded in messing with pages, I hope they did not go any further.

PRESENTLY TOTALLY FRUSTRATED BY THIS GROUP.

LAPD appears unable to do anything, which has become a source of bewilderment. WHY !

This group is corrupt, violent, lawless AND UTTERLY DESPICABLE. The 'lead' person is a former robbery convict.

IT REPRESENTS A CATASTROPHIC FAILURE MORAL IMAGINATION TO ALLOW THIS GROUP TO GO.

PLEASE HELP US. THIS IS YEAR 4 OF REPORTING TO FCC.

SINCERELY, (b) (6)

---

[Ticket: # 1362150 - Personal hotspot blocking at marriott](#)

**Date:** 12/21/2016 12:33:17 AM

**City/State/Zip:** Erie, Pennsylvania 16506

**Company Complaining About:** AT&T

---

### **Description**

I am not sure, but I think my hotspot is being blocked at Marriott marques in NYC. I am not able to connect as I normally and regularly do to my personal hotspot. I have tried several times and my phone just blinks for a while and then says cannot connect

---

**Ticket: # 1363634 - Cell Jammers**

**Date:** 12/21/2016 9:06:17 PM

**City/State/Zip:** Orlando, Florida 32839

**Company Complaining About:** Verizon Wireless

---

### **Description**

Residents (drug dealers) organized in community stand outside your unit with cell phone hammers (probably to deter calling authorities when reporting illegal activity witnesses). Also daily set up of hammers in cabinets against walls btween units, in storage units and in vehicles in parking lot. When calling authorities --can never call out/calls blocked --have to leave community to call security or authorities. Address (b) (6). Orlando FL 32839 CONDO community: MOSAIC AT MILLENIA (spec units: (b) (6))



---

[Ticket: # 1364237 - Xfinity Comcast service interruptions](#)

**Date:** 12/22/2016 12:50:26 PM

**City/State/Zip:** Houston, Texas 77089

**Company Complaining About:** Comcast

---

### **Description**

I cancel my service on Dec 14th and re started the service on Dec 14 (same day) the service is using the same lines and same modem (self owned) as before and now the service is intermittent.

---

**Ticket: # 1364709 - Operating High Frequency**

**Date:** 12/22/2016 5:05:40 PM

**City/State/Zip:** Tulsa, Oklahoma 74126

**Company Complaining About:** Hughes Net

---

**Description**

(b) (6)

Tulsa, Oklahoma 74126

December 22, 2016

I want to report two people out on their CB Radios. Inerference with my TV, and my cordless phone. One name (b) (6) who now live at 5536 E. Marchell PL Tulsa, Oklahoma. Second person (b) (6) who live at 3511 E. Independence St. Tulsa, Oklahoma. They are now running a high power CB Linears with 8,000 Watts.

(b) (6)

---

**Ticket: # 1364740 - Mediacom - Non willing to speak or keep word. rebuttal-1274172**

**Date:** 12/22/2016 5:29:14 PM

**City/State/Zip:** Elmwood, Illinois 61529

**Company Complaining About:** Mediacom

---

## **Description**

Mediacom legal teams and higher retention offices not willing to go back to recorded calls and keep the deals or agreements from the previous workings with the company.

I have requested Mediacom's legal team to call me for a few months.. Oct 21st, spoke to one rep who settled the issues and was to refund the account and bring everything current, along with putting the account back on promotions. Everything was fine.

After that talk, there were no promotions ever put on the account and the account was not brought up to date. We agreed to 49.99 for TV and 29.95 for internet. There were no notes put on the account. Mediacom claims they have called me several times since then (from legal) claiming to have called my cell phone on certain dates and times. My cell doesn't just delete calls or voicemails, I have no records of any calls.

After calling in as a "new customer" I got the promotional rates that were listed above. 12 months, 49.99 for tv local plus, with 29.95 for prime internet. Yet retention and Legal all claim that there are no such promotions. I can get a new line promotion for 61.44 with tax etc comes up to 77 a month. WITH NO CONTRACT for 2 years. But retention and legal teams say that's impossible and there is no way I was offered anything like that.

Both of the call recordings will be attached.

---

[Ticket: # 1364818 - scam messages or ads on computer](#)

**Date:** 12/22/2016 6:00:53 PM

**City/State/Zip:** Arcadia, Florida 34266

**Company Complaining About:** Centurylink

---

## **Description**

I have been getting scam interruptions on my computer. The message says that it is representing microsoft and a virus has been detected on my computer. The message leads one to believe that the only way out of the locked screen is to call a phone number listed on their screen. To unlock the message i have to reboot my computer. I have received this message about four times in the past three weeks.

---

**Ticket: # 1364914 - Internet Connectivity Issues and Technical No Shows****Date:** 12/22/2016 7:01:42 PM**City/State/Zip:** Lauderhill, Florida 33319**Company Complaining About:** Comcast

---

**Description**

I have been experiencing internet connectivity issues for the past 2 months. I utilize my internet to work from home. My internet has been disconnecting intermittently daily every 2 hours. I have contacted the company daily within the past 2 months and have not been given any solutions. This is affecting my job and my household. During the week of December 16, 2016, I contacted Comcast about the issue and was scheduled for a technician to come out on December 18, 2016 between 8:00am and 10:00am. On December 18, 2016 I was at home and waiting for the technician. I received a phone call from Comcast at 8:30am stating that the technician was at my home. I waited for one and a half hour and no one came to my home. I received another call from Comcast stating that the technician left and missed me. On the contrary, I had a house full of people waiting for the technician and they lied stating that they were at my residence. I proceeded to contact Comcast and spoke with a supervisor who scheduled another appointment for December 20, 2016 between 8:00am and 10:00am. The supervisor said that there was nothing he can do and can only schedule another appointment. On Tuesday December 20, 2016 the technician came out at 8:45am and stated that I should change my modem to a Comcast modem to fix the issue. I switched to a Comcast modem and when the technician left 2 hours later the same problem occurred. My internet was disconnecting for 20 minutes every 2 hours. I contacted Comcast again and informed them about the problem they stated that they will have another technician come out on December 22, 2016 between 3:00pm-5:00pm. On December 22, 2016, I received another call from Comcast stating that they were at my home. I contacted my gate to let them in. I sat on my balcony to wait and look out for the technician. I received a phone call from a Comcast number at 954-789-4481, when I said hello the person hung up and didn't say anything when I answered. I contacted Comcast and informed them that I'm here and no one is at my home. The customer service representative informed me that they don't know where the technician is and my appointment wasn't cancelled. Within 2 minutes, I received another call from the Comcast automated dialer and they stated that they were sorry that they missed me. I went on the other line and informed the representative that the technician was a no call no show and the representative said that he will contact his supervisor to speak with me. The representative said that he was going to transfer me and hung the phone up in my face. I contacted Comcast again and spoke to another representative who stated that he will email dispatcher and inform them of the issue. He took down all my information and said that someone from dispatcher will contact me. I have not heard anything from anyone about my problem or concerns. I received another appointment which was also a no call no show. I am disgusted with the customer service that I receive from the technicians and customer service representative at Comcast. It makes no sense that a paying customer should be treated that way. I need my internet services to work and provide income for my family and to pay for this awful service. I don't have working internet and I'm paying services for no reason. I have been called a liar and hung up on. This is beyond ridiculous and no one should ever be treated this way.

---

[Ticket: # 1365260 - Internet not working](#)

**Date:** 12/23/2016 3:17:00 AM

**City/State/Zip:** Spring Creek, Nevada 89815

**Company Complaining About:** Frontier Communications

---

## **Description**

I woke up the morning of 12/22/2016 and my internet was not working. I tried the normal reset and then contacted technical support. They were unable to solve the issue and then said they could not send out a technician for almost a week. I don't pay for service to not work. Customer service was a joke.

---

[Ticket: # 1365387 - Pittsford Mendon High School blocking cell service](#)

**Date:** 12/23/2016 10:41:43 AM

**City/State/Zip:** Pittsford, New York 14534

**Company Complaining About:** All Cellular Companies

---

## **Description**

Whenever one goes near or in the school their cell service drops from LTE to 3g or worse. It is most likely not because of the walls because it happens when someone is near the campus. I also used a website that finds cell towers (i don't know if it's accurate, but assuming it is:) and it said that there are two cell equipments on campus for all cell providers which makes me wonder if it's detecting a "cell jammer", which is illegal. They have wifi but it doesn't work any better on phones.

---

[Ticket: # 1366073 - Comcast injecting packets into my browser](#)

**Date:** 12/23/2016 5:50:43 PM

**City/State/Zip:** Oakland, California 94601

**Company Complaining About:** Comcast

---

## **Description**

Comcast has started to inject packets and displaying annoying popups that interrupt whatever it is I'm doing online. They then block my internet until I acknowledge that I have seen the pop up message.



---

[Ticket: # 1366748 - Time Warner Cable throttling internet](#)

**Date:** 12/25/2016 4:54:30 AM

**City/State/Zip:** Los Angeles, California 90006

**Company Complaining About:** Time Warner

---

## **Description**

Time Warner cable has been throttling the Internet connection for my tenants for the past two months. We've tried everything from rebooting the router, to getting VPNs (which they also jam). It's impossible not to watch videos from sites like YouTube or even to upload videos. The actual Internet speeds do not represent the speeds that TWC claims

---

[Ticket: # 1366953 - Karen Davis is use a wifi jammer](#)

**Date:** 12/25/2016 10:12:14 PM

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

**Company Complaining About:** Sprint

---

## Description

I live at (b) (6) Pittsfield,ma 01201 (b) (6) And (b) (6) are Pittsfield mass jamming phone and wifi at the Pittsfield mass

---

**Ticket: # 1367922 - Internet Service being hacked into by next door neighbor.**

**Date:** 12/27/2016 11:44:44 AM

**City/State/Zip:** Lafayette, Indiana 47904

**Company Complaining About:** Comcast

---

## **Description**

Service being hacked into by next door neighbor. I have complained to Comcast for MONTHS! I have spoken to their Security Supervisor named Anthony (would not give me his last name) Anthony is VERY nasty and rude! He asked me for a passcode that I put on my acct which I have written and dated in my journal and gave to him. He told me it was not it. It DEFINITELY IS it! I have it written and dated. Then he told me well you're the one who insisted on putting a passcode on this acct so now I'm going to have you go to our office and show some ID so we know who you are! I just gave this man my name, address, phone#, SS# and pass Code! NOW he says go to the office and I am disabled and don't have a car! This woman has been getting FREE Internet Service on MY dime for 4 Months and Mr Supervisor of Security Anthony has done NOTHING about HER going online changing my passwords, going into my accounts blocking me OUT of my accounts but he can STOP ME from changing MY password to keep HER out!!! He refused to give me HIS Supervisor's name of course! So I had a friend take me to the Comcast office and told them what was happening, to which THEY said Mr Anthony was totally OUT OF Order! It was NOT necessary for me to come down to their office at all! She entered into the system that I did come into office and show ID. I come back home and call Comcast and try to change my password and get transferred to Security Anthony again (Because he has it noted in the system) I tell him I went to the Comcast office and showed my ID and they noted it in the system. He called me a liar! This man is clearly in cahoots with the hacker! He needs to be suspended from his job! He has held my account hostage for 4 months. My building is trying to get rid of Comcast and get Frontier Communications because Comcast has a monopoly on our building. Several people have gotten Frontier Internet and Comcast is interfering with all of their service!!! Something needs to be done about this lousy Cable Company! EVERYONE in this building HATES them!

---

Ticket: # 1368643 - hacker take control of system. DESTROY hard drive, result repair/  
replace internal hardware.

**Date:** 12/27/2016 5:48:08 PM

**City/State/Zip:** Roanoke, Virginia 24016

**Company Complaining About:** Cox

---

## **Description**

The hacker and friends live across the street. These people use a powerful device that blocks tv,internet and cell/ mobile services and signals.

---

**Ticket: # 1368734 - Internet blocking , Disruption**

**Date:** 12/27/2016 6:38:48 PM

**City/State/Zip:** West Valley, Utah 84119

**Company Complaining About:** Comcast

---

### **Description**

I 2012 local law enforcement / Sgt (b) (6) West Valley Police came to my house and told me we will stop every effort you try with computers and internet. we will stop all your work . all internet will be stopped. I have had 18 home computers destroyed since then,

---

[Ticket: # 1369138 - Frontier Communications](#)

**Date:** 12/28/2016 2:16:15 AM

**City/State/Zip:** Danvers, Illinois 61742

**Company Complaining About:** Frontier Communications

---

### **Description**

Daily internet outages having been going on for a while now. When I call they tell me that they show no problems with our local are and that they will send a tech out to look at my router in the next couple of days. We have been doing this for years and they refuse to acknowledge any outages are taking place.

---

**Ticket: # 1370082 - SoZo Group Internet Blocking****Date:** 12/28/2016 3:39:15 PM**City/State/Zip:** Iron City, Georgia 39859**Company Complaining About:** Turner Broadband

---

**Description**

SoZo Group, a company that claims to bring free wi-fi to rural cities has started blocking signal from other companies in Donalsonville, Georgia. On Dec 6th the internet in my home stopped working and has not worked since. Yesterday, I learned that SoZo has "taken over" the company that I use, Turner Broadband's, equipment and is using it to send their signal out. I have tried to get in touch with SoZo group through various phone numbers and all of them are disconnected. Turner Broadband claims that they are waiting on SoZo to give them new equipment that will work with the new signal, but they don't know when that will happen. I have not switched companies from Turner Broadband to SoZo group and cannot find anyone that can answer why this has happened or what a possible solution would be. Turner Broadband offers the only internet available to my home, so without it, I am unable to work from home, etc.

---

**Ticket: # 1370621 - Internet Outage/Mistreatment by Customer Service****Date:** 12/28/2016 7:35:20 PM**City/State/Zip:** Branford, Connecticut 06405**Company Complaining About:** Frontier Communications

---

**Description**

Last night I came home and found my internet was not working. I quickly found a network outage message and called Frontier Customer Service. I was transferred to the Internet Helpline. The first caller was some by the Name of "Ruby" who said she was located in Texas. I advised her that I only had a general question regarding whether or not there was an outage in my area. I was then rudely told by her that I would have to give her my account info before she would speak to me. I advised her again that My info was downstairs and I was only questioning whether there was a general outage in the area where I live. She told me again that she would not discuss anything with me without the account info and she then proceeded to hang up on my. I then went downstairs and got my latest bill and called back. This time I was on the phone with a man who did not give his name or location. In the beginning he was more helpful than "Ruby" but it seemed that he did not have much experience as he had to put me on hold to get a book to read instructions for me. He kept telling me there was no network problem in my area (I work with a man who had the same error message who lives the next town over from me) After many attempts I read the error message and he agreed that it was a network message but he wanted me to stay on the line with him so he could troubleshoot for the ticket he had not sent. I then advised him that I have already been on the phone for two hours between him and "Ruby" and I had to do other things. He kept telling me I had to stay with him to troubleshoot. I re-read the error message several times to him and repeatedly asked him if this was a network error why would I have to troubleshoot with him. I do not work for Frontier now (I was formerly employed by AT&T as a Network Translator and) so I had an idea what was wrong and I told him this many times. I finally became frustrated with him and asked him why he needs to keep me on the line? He then began using disrespectful language with me I advised him that he was not being a professional and I did not appreciate his attitude. He swore at me then hung up. The date was December 27, 2016. The call ended at 7:50 pm.



---

**Ticket: # 1370902 - Internet interference**

**Date:** 12/29/2016 2:10:29 AM

**City/State/Zip:** Wayne, Michigan 48184

**Company Complaining About:** Comcast

---

### **Description**

So when I'm trying to access different apps such as sling the connection is horrible and it don't allow me to connect to devices or apps. Another thing is I actually tried to log in on Comcast app and website and it gave a error message stating your logged in but we can not access your account at the moment. I'm sick and tired of paying for services that is janky and then when Comcast sends a tech out they want to charge you a service fee after not offering you a \$5.00 service protection plan please. Help me I'm a very dissatisfied customer.

---

[Ticket: # 1371605 - Go Daddy is stalling our change over](#)

**Date:** 12/29/2016 2:13:32 PM

**City/State/Zip:** Chicago, Illinois 60609

**Company Complaining About:** Go Daddy

---

## **Description**

I have contacted Go Daddy three times to update contact email so that we can get the code to move our services over. After a horrible experience and finding myself having to chase them down to provide services that we are paying for.

We want to move our services over to a different company and after 3 weeks and trying to do so they keep stalling and is never ending repeat process. We asked them to update and says will take up to 5 days we call and confirm with them is being done but after the 5 days or up is the same thing nothing changed and told have to wait again.

---

[Ticket: # 1371802 - Failure by service provider to remedy problems](#)

**Date:** 12/29/2016 3:30:41 PM

**City/State/Zip:** Oneida, Kentucky 40972

**Company Complaining About:** Windstream Communications

---

### **Description**

Carrier will not send technician out for 4 weeks and problem has been on going since signed up for their service almost 4 years ago. Internet will work intermittently hangup or drop out all together. Takes forever to speak to repair and we have to go through same non repair steps and problem continues.

---

[Ticket: # 1371835 - I have been unable to contact various FoxNews.com sites to list my comments](#)

**Date:** 12/29/2016 3:39:55 PM

**City/State/Zip:** Bristol, Tennessee 37620

**Company Complaining About:** Charter

---

## **Description**

During the 2016 Presidential Debates and Election, I have tried numerous times to contact various FoxNews.com sites to list my comments on political situations. I suspect the situation is a result of interference caused by local servers: BVU and BTES(Charter Cable), our local servers. I see no solutions through contacting either of these two servers since I am using a public library computer system. However, I have never heard of the problem I experience discussed on Fox News. The main site attempted are [billoreilly@foxnews.com](mailto:billoreilly@foxnews.com) But recently last November 11th, my [www.energypartners2016@outlook.com](http://www.energypartners2016@outlook.com) site stopped working on the given date. I switched to gmail.com afterwards.

---

**Ticket: # 1372489 - century link Internet**

**Date:** 12/29/2016 9:02:12 PM

**City/State/Zip:** Naples, Florida 34116

**Company Complaining About:** Centurylink

---

## **Description**

I switched to Century Link sometime in the summer of this year. It worked perfect for maybe three or four days, after that it just kept going out. I called many times, I switched my modem and I also had two techs come out and it still went out every five minutes, if that. So I gave up and I canceled my service. I only had Century Link for maybe three months and the service only worked for those first three or four days out of all the months I did business with Century Link. They are asking me to pay \$206.64 when my first bill was already \$182.39 which I paid in full and on time. With all this being said I feel like I should not have to pay 206.64 for a service that did not work the way it was suppose to from the very beginning. Thank you for your time.

---

**Ticket: # 1372610 - Transmission lines**

**Date:** 12/29/2016 10:48:41 PM

**City/State/Zip:** Sacramento, California 95828

**Company Complaining About:** AT&T

---

## **Description**

Hello,

Recently I have noticed that my appliances (phone, outlets, computer etc) have labeled on them FCC part 15, followed by a Cc and a small trash can emblem and all products are made in China.

My iPhone came with this attachment

[ncbi.nlm.nih.gov/gene/56901](http://ncbi.nlm.nih.gov/gene/56901)

This was provided by The National Center for Biotechnology Information

Please help me investigate this matter

Thank you

Miss. (b) (6)

---

[Ticket: # 1372849 - Hacked for 2 years now! Please Help](#)

**Date:** 12/30/2016 8:50:40 AM

**City/State/Zip:** Mesa, Arizona 85207

**Company Complaining About:** Cox

---

## **Description**

I live in a area with a wi/fi signal greater than 1 mile in radius. The signal is hacking into my network and killing any and all software i put on my computer. These people are hacking into my email accounts and anything internet related. the issue is to much to list. Please call and i will explain in full/

---

**Ticket: # 1372981 - Frontier Communcation Galt,CA**

**Date:** 12/30/2016 11:19:05 AM

**City/State/Zip:** Galt, California 95632

**Company Complaining About:** Frontier Communications

---

## **Description**

Frontier went into internet service and changed my password and security code. Frontier wouldn't let me back in look at the settings. I also found some type of code on my WiFi. After fighting with them for 45 minutes . They let me into the administration side and that when I founded out they violated my privacy . That was three weeks ago and December 28, 2016 I bought a router. Tried to install the router but it failed (DSL error) so I ran a diagnostic check and it say that the DSL was down. I try to call Frontier but the telephone rang and I answered but nobody was there. Tried again but the telephone wasn't working. I decided to put the theirs router back on and the internet and telephone service worked. This is privacy issue.



---

**Ticket: # 1373700 - Internet/Wi-Fi Service****Date:** 12/30/2016 4:25:01 PM**City/State/Zip:** Oklahoma City, Oklahoma 73112**Company Complaining About:** Cox

---

**Description**

Please be advised that I have attempted to resolve this issue with my communications provider for the past 3 months. I am a US citizen on Social Security disability. I live in government-funded housing. The agency in charge of this housing has seen fit to contract with my communications provider prohibiting me from using any other provider for service. The communications company that they have seen fit to contract with is the most expensive company in the city where I live. It costs me close to one quarter of my monthly pay to have service through this provider. My service is inadequate at best. It does not allow me to operate more than one device at a time and even then it is inconsistent in my ability to use the service. In the building where I live, we are all disabled low-income individuals. The majority of the people here are elderly, infirmed, mentally disabled, and all of us are on fixed incomes. It is incomprehensible to me that the least of our society is being held to such high costs and shoddy service. Coupled with the fact that we have no choice in who we use borders on terroristic Behavior. I am writing to you pleading that you Rectify this grossly inequitable situation. Upon reading your description of your duties it seems that where I live we are not being benefited by what you say you do. Please help all of the residents here and myself. I feel if we paid our Communications company in the same way that they are providing service for us, they would not continue to do business with us. The rub here is that we don't have a choice in using anyone else. What happened to Freedom? Please be advised that I have contacted you after multiple attempts to rectify this situation with the communications company. I am counting on you to help Rectify this situation so that I do not have to take further action. Thank you in advance, for your prompt competent response.

---

**Ticket: # 1374147 - Throttling and Overpayment**

**Date:** 12/30/2016 9:01:07 PM

**City/State/Zip:** Sandy Springs, Georgia 30327

**Company Complaining About:** Comcast

---

### **Description**

I have been battling Comcast for over seven months on poor connectivity and paying for a service that does to exist. As of today, all that has happened is that Comcast confirmed the throttle device was placed on my line and no credit has been issued. I still am having connectivity issues and I must now insist that the FCC step in an assist me.

---

**Ticket: # 1374252 - Domestic terrorism/cybercrime**

**Date:** 12/30/2016 11:47:25 PM

**City/State/Zip:** Laplata, Maryland 20646

**Company Complaining About:** Comcast

---

**Description**

This is a real and very serious tip,complaint. The main source of the problem is (b) (6) [REDACTED] [REDACTED] laplata md. 20646. (b) (6) [REDACTED] is also known as laplata rd.. Their house is the first house on the right, left off of rt. 6. (b) (6) [REDACTED] 's unmarried last name is (b) (6) [REDACTED]. For the last 11-15 yrs., 24 hrs. a day, every day; they have using a high powered radiation pollution weapon in the county, doing domestic terrorism and cybercrime, affecting humans,animals, property; including massive interference of electronics,computers,etc; including the senior citizen home across the street, a local school and on and on; bouncing microwaves and much more all over the county. They pretend to test a computer weapon for the military and for cops. This is also their money making, get high till they die scam, involving cocaine and crystal methamphetamine mainly. Threats to life limb and property, including scamming military, county cops, courthouse and employees, dr.s, and firefighters and civilians. Radiation health problems of severe nature. Cybercrime involving WiFi hack,phish,malware; cell phone interference, Internet interference, fake caller ID phone scams and more. This is currently anonymous because of severity and nature of problem (s).

---

**Ticket: # 1374278 - Blocking Emails**

**Date:** 12/31/2016 12:19:06 AM

**City/State/Zip:** Greenwood, Indiana 46143

**Company Complaining About:** AT&T

---

**Description**

On December 30, 2016, I discovered that AT&T has been blocking emails from a group that I am a member of. During my chat session, I asked why I have not received my monthly update from USCCA, the chat employee informed me that this is common practice of AT&T to block members emails. USCCA has sent many emails and letters to AT&T asking for an explanation and has yet to receive any return correspondence from AT&T.

I ask, how much of my information is at risk if AT&T has this kind of power block personal emails. What about my rights and is this an invasion of my privacy?

---

**Ticket: # 1374309 - Verizon won't repair bad internet service**

**Date:** 12/31/2016 1:05:22 AM

**City/State/Zip:** Mountain Ranch, California 95246

**Company Complaining About:** Verizon Wireless

---

**Description**

I have been having issues with connectivity for the last week. Basic webpages don't load, emails don't get sent, etc. Pretty simple stuff to comprehend, I think.

When I call the Verizon hotline, they run me through any number of a dozen things, most I have already tried.

They do not seem to sincerely want to accommodate me. I am paying for this service and now it appears according to them that I live in an intermittent service area.

They didn't seem to bother them when they gave me the contract and took my money.

I feel like either they are intentionally throttling my service or something, and now they are just messing with me.

I spent over an hour on the phone and the CSR was mean.

I demand a refund for services promised and not delivered or some sort of compensation. This is ridiculous.

---

[Ticket: # 1374472 - Internet](#)

**Date:** 12/31/2016 12:02:15 PM

**City/State/Zip:** Shelby Township, Michigan 48317

**Company Complaining About:** Comcast

---

## **Description**

Comcast has been giving me the run around as to why my internet is not working properly. I've talked to 30+ techs and had two techs come to my home. Comcast is offering packages that aren't what you are paying for. It's all over the place for me. Their solution is to keep upselling me for products I know aren't going to work. They are running a shady business.

---

[Ticket: # 1374675 - modem access](#)

**Date:** 12/31/2016 5:08:23 PM

**City/State/Zip:** Saginaw, Michigan 48604

**Company Complaining About:** Charter

---

### **Description**

changed password on my modem is not charter owned i bought online wont give me password  
modem does not default to original password modem router one piece also think someone at charter  
accessing modem changing settings

---

**Ticket: # 1374688 - Spectrum / Time Warner**

**Date:** 12/31/2016 5:27:11 PM

**City/State/Zip:** Monrovia, California 91016

**Company Complaining About:** Spectrum

---

### **Description**

Ive been with Time Warner for about 4 years and within that time i've had a number of technician and supervisors in my home trying to fix my service that still doesn't work till this day. I feel like I'm constantly give the run around but continue to pay for a service i dont receive .



---

[Ticket: # 1374823 - Jamming web page](#)

**Date:** 12/31/2016 10:20:16 PM

**City/State/Zip:** Humble, Texas 77338

**Company Complaining About:** Comcast

---

## **Description**

Everytime I filling an application for some reason my tablet can't process any information that I have to send to a job or company and months ago I'm having issues with the modem constantly losing the signal with any explanation. When a report to Comcast they couldn't know what was happening with signal. I believe that my tablet is working right and do not have problems with any app.

---

**Ticket: # 1375069 - WiFi turned off and settings were changed without my permission**

**Date:** 1/1/2017 1:37:08 PM

**City/State/Zip:** Longmont, Colorado 80503

**Company Complaining About:** Comcast

---

## **Description**

I called in because a hotspot had been turned on without my permission after I turned it off. I was transferred to someone who simply apologized and said he would file a complaint. I hung up the phone and 10 minutes later I have no WiFi at all, the networks don't even show up. I called back and after providing the same information over and over to different people was told that the name of my networks had been changed to "disabled" and my password was sequential numbers (1234567). It seems this was done in direct response to my complaint. I pay for results not retribution. This is criminal to change someone's information on a service they pay for without consent?! Ridiculous. I will be pursuing EVERY legal avenue.

---

**Ticket: # 1375091 - Facebook abuse**

**Date:** 1/1/2017 2:38:10 PM

**City/State/Zip:** Oakland, Pennsylvania 15213

**Company Complaining About:** Metropcs

---

### **Description**

Facebook locked me out as soon as I tried to login today 1/1/2017 And demanded an government issued i.d. card. Or they refused entry to my account. They did not give me the option to remove my account or download my transcript. Reprisal after reporting emergency broadcasting misuse

---

**Ticket: # 1375590 - Century Link Internet Service/ MyDlink Security Corp.**

**Date:** 1/2/2017 11:37:29 AM

**City/State/Zip:** Moneta, Virginia 24121

**Company Complaining About:** Centurylink

---

## **Description**

Century Link has been my internet provider since Oct. 2016. I have MyDlink surveillance equipment which I purchased at Best Buy and properly installed the equipment to secure my residence. The internet website noted that MyDlink does not have proper security credentials and are marketing monitoring equipment to the public. As far as Century Link is concerned, someone is accessing my internet and taking my surveillance equipment offline. This is an ongoing problem and if you check your records I have voiced a number of complaints. I feel the purpose of taking my security system offline is so they can enter my premises without permission. I do not know what these individual(s) may be doing. There is no signs of forced entry, so it is evident that someone has a key without me or my roommate consent. No one has been authorized to be here other than me and my roommate. My credit card information was also compromised on my Facebook account. I hope that you take this matter seriously and resolve the issue.

---

**Ticket: # 1376013 - Limited services**

**Date:** 1/2/2017 4:38:48 PM

**City/State/Zip:** Chicago, Illinois 60624

**Company Complaining About:** Comcast

---

### **Description**

On a daily basis at specific hours, Comcast block my Internet service. This has been an ongoing problem for three years, and they continue to keep practicing this form of fraud.

---

**Ticket: # 1378355 - Blocking emails**

**Date:** 1/3/2017 8:14:40 PM

**City/State/Zip:** Anchorage, Alaska 99516

**Company Complaining About:** Gci

---

## **Description**

Emails sent from Alaska Communications (AC) customers to the customers of GCI are being blocked due to spam concerns. According to the information I received from phoning AC, GCI recently upgraded their spam filters which has resulted in all such emails being blocked. As an AC internet customer, this has occurred in my case over the past 4-5 days. GCI techs deny any such upgrade or problem; AC says they are trying to force GCI to change their equipment/software. No one can state when this issue will be resolved. This is a ridiculous situation where one company fails to instantly solve an issue it created; moreover, it should never have instituted an "improvement" that impacted other than its own willing customers. It has impacted me, not a GCI internet customer, and I appear not to have any recourse.

---

**Ticket: # 1379953 - Not coming to out to service**

**Date:** 1/4/2017 4:19:56 PM

**City/State/Zip:** Campbell Hall, New York 10916

**Company Complaining About:** Frontier Communications

---

## **Description**

I've been having internet issues, where my internet has not been working for longer then 1 hr at a time. it always goes down and is extremely slow. I always have to reset my router and sometimes the internet will not come back for days. I called frontier customer service and always say they are going to send out a technician but they never come. I was told that a technician was supposed to come out the 28th and no one showed. I called December 29th to see why they did not show and they claimed it was overbooked and they will come out that day or the 31st. Again no one showed. I called again the 31st and they said they were going to rerun fiber optic wires from the outside box to all the way inside my house because i was paying for 25MB and i am only receiving 5MB. They were supposed to come out 1/3/2017 to rerun the wires, and that some one needs to be home. I waited around till 1PM and i called, and they said they rescheduled it for the 11th. So i lost a day of work and now they want me to take another day off with no guarantee they are going to come. My only day free this week is 1/6/2017 and they dont want to schedule it

---

**Ticket: # 1380150 - Matanuska-Susinta Library Network****Date:** 1/4/2017 5:26:20 PM**City/State/Zip:** Anchorage, Alaska 99503**Company Complaining About:** Unknown At The Matanuska-susitna Library Network

---

**Description**

card number 23302001744641

While trying to log into my (b) (6) email I noticed an auto-fill for my email on Station 13, a computer station I have never used. I tried using my print screen and snipping tools to capture what (b) (6) is doing to use Podcasting and CISCO to cyber bully me. (b) (6) has been stalking me for decades and is obsessed with me. I believe she planned to kill my son as soon as he was born. At exactly 12:18PM on 1/4/2017 on Station 13 when I opened up the FCC.GOV website I hear interference. I can also hear (b) (6) voice as she reads off people's credit card numbers. I also know that (b) (6) and (b) (6) are rerouting my calls to (b) (6) state office phone and probably their mobile devices. The cyber bullying doesn't stop. I have also seem them "mirror" a complaint on the CIA-threats report.



---

**Ticket: # 1380827 - Anchorage Public Library**

**Date:** 1/5/2017 12:32:08 AM

**City/State/Zip:** Anchorage, Alaska 99503

**Company Complaining About:** Acs Or Gci In Alaska

---

**Description**

Anchorage Public Library PC 06 6:55PM reservation, card number (b) (6) . I had interference on my Facebook page and with word

---

**Ticket: # 1380897 - Illegal wifi channel**

**Date:** 1/5/2017 4:44:09 AM

**City/State/Zip:** Albuquerque, New Mexico 87120

**Company Complaining About:** Comcast

---

### **Description**

There is someone in my area that is using a wifi signal that is broadcasting on wifi channel 4, this individual is not only denying myself of wifi service but undoubtedly others in my area. i would like to know if there is anything that can be done about this. i have attached an image of this users wifi signal interfering with numerous consumers including myself. thank you for your consideration.

---

**Ticket: # 1381381 - Lottery Machine Frequencies & Interference with Automobiles Code Systems**

**Date:** 1/5/2017 12:50:59 PM

**City/State/Zip:** Hobart, Indiana 46342

**Company Complaining About:** Frontier Communications

---

**Description**

My Auto(Jeep Utility Sport) would experience no power when stopping by local mini-store & gas stations where there are Lottery Machines, then it would start again after numerous tries. The local mechanic could not figure out what was happening since my vehicle was in good running condition. I was told in order to find the code that was doing that, I would have to be towed in, so he could run a computer diagnostic, otherwise to put it in neutral & stop[ going to the places where it was happening. I did contact the Local Law Enforcement & Det. Gonzalez was assigned to investigate, since I was able to pinpoint 2 locations. I did that & all was well until the other day. I went to a Family Express in the town of Hobart & happened to park by a window where the Lottery Machine is located & it happened again! Since it happened a third time, I find it necessary to contact you, for we need your help & abilities to look into "what Code is imbedded in their machines, that has the capability to disable our vehicles?" The local mechanic(Performance Auto) was unable to pinpoint the Code when another customer was towed in with the same issue. We here in NWIN need your help, for something Nasty is happening! The CODE is somewhere in the Lottery Machine Frequencies & we need your Help before the Issue gets out of hand! Local Law Enforcement verified that there is a problem & they are trying to help the community, yet this is out of their jurisdiction to Investigate, or even how to solve, since this is Airwave Frequencies. Thank You

---

**Ticket: # 1381394 - Refused to cancel internet service**

**Date:** 1/5/2017 12:55:58 PM

**City/State/Zip:** Jamaica, New York 11433

**Company Complaining About:** Time Warner

---

## **Description**

I am asking the FCC to compel Spectrum to turn off Internet Service. Spectrum was called and asked to turn off Internet Service because the service was needed to use an iPod. However, the iPod does not work. Therefore, there is no reason to have Internet Service. This was explained around December 28, 2016. The Internet Service was turned off the next day. Yet, it has been turned back on--without explanation. And, the service freezes, and moves extremely slow. There is no need for the service, I desire to turn it off. Ayesha stated she cannot turn off the internet. She stated we do not have a modem for the phone. She stated they must come out to add a phone modem before she can turn off the internet. She stated we never had phone service. She then hung up on me while talking at 11:52 am. When I explained I was on a Lifeline phone with limited minutes, she stated I must get someone else's phone and call her back because she cannot call me back. (See phone complaint).

---

**Ticket: # 1381511 - port blocking will not investigate**

**Date:** 1/5/2017 1:34:19 PM

**City/State/Zip:** Euless, Texas 76040

**Company Complaining About:** Cable One

---

## **Description**

Cable 1 is blocking ports on one of my locations, when confronting their tech support about this, they say they only block 4 known ports for security reasons, however they are blocking them all. i have verified that my router should allow 2 specific ports for remote access and those ports are in fact showing up as being filtered/blocked. when i asked cable 1 tech support to open a ticket to escalate to a network engineer i was told that they can not do it because they do not block ports for their services and that they don't have any routers.... After i spoke to a supervisor i was told that it was not possible for them to block specific ports on their end and that static ip's do not work that way. I explained to the supervisor that i just want a ticket open and escalated to a network engineer to verify they are not blocking ports and to send me a detailed report confirming that they see ports are open and working, The supervisor i spoke to (keith) said they will not open a ticket for escalation because this can not possibly be happening on their end. i have attached a text document showing that the ports are in fact being blocked.

---

**Ticket: # 1381858 - Interruption of internet service**

**Date:** 1/5/2017 3:25:19 PM

**City/State/Zip:** Bellville, Ohio 44813

**Company Complaining About:** Centurylink

---

**Description**

after a 10 day interruption of service on my land line phone, the next day internet service stopped Centurylink told me they could not come out to fix this issue until Jan 10 this time frame is not acceptable to me

---

**Ticket: # 1382744 - internet interference**

**Date:** 1/5/2017 9:15:52 PM

**City/State/Zip:** Greenville, North Carolina 27858

**Company Complaining About:** Sudden Link

---

## **Description**

my IT dept has determined that my IP address is being actively throttled by my internet provider. I work from home and have to log into a VPN every day. most days I do not have any troubles but today it was slowing down so bad that I could no longer work. This is costing me a lot of money. After we ran the ping tests.. both times my IT dept could see that I was being throttled.. without the VPN i was hitting around 25 on the VPN over 1500 and higher!!

i am including the screen shots of when I was on and when I was off the VPN

when I contacted my provider they claimed that I am not being throttled but clearly there is an issue. my IT dept advised me to file a complaint here to get some help as he stated this is an illegal action.. and I really just want to be able to work as I have bills.

Thank you for any help.

---

**Ticket: # 1382985 - harassment by my internet user**

**Date:** 1/6/2017 1:44:53 AM

**City/State/Zip:** Columbus, Ohio 43221

**Company Complaining About:** Wide Open West

---

## **Description**

I recently signed up with wide open west. I had problems at 1st, being charged for setup they said would not happen. Then last mnth I was charged for other things and resolved it via FCC. Since then, and only since the latest FCC inquiry, I keep getting mellow survey but says wow. Problem is it dismantles my current page I'm viewing at the time. I never clicked on it, but read and it said, it mentions not being affiliated with wow but has their logo. Wow says they cant do a thing, yet it has their name. Be nice if something is done. tx p.s I could only save the programming (I guess) part of it...the file http as you will see.



---

**Ticket: # 1383026 - 93.9 kiss 92.3 fm keeps harassing me and my family**

**Date:** 1/6/2017 3:44:32 AM

**City/State/Zip:** Laurel, Maryland 20707

**Company Complaining About:** Comcast

---

### **Description**

they keep spreading public rumors about and destroying my life and taking international terrorist bets to ruin my life in the Maryland, DC, VA area please help me cause bring them to a silences and ban their in crowd I more information to support ever thing that's been going if nothing is done soon I already called the civil rights office and we have recorded what has been done i will see them in court and take it out on the fcc for not complying.

---

[Ticket: # 1383073 - my network](#)

**Date:** 1/6/2017 9:29:39 AM

**City/State/Zip:** Dobson, North Carolina 27017

**Company Complaining About:** Time Warner

---

## **Description**

Security

---

**Ticket: # 1383210 - Unacceptable service on wireless capabilities in residence**

**Date:** 1/6/2017 11:15:32 AM

**City/State/Zip:** Chicago, Illinois 60623-2450

**Company Complaining About:** AT&T

---

## **Description**

I have called numerous times regarding the wireless service and the association with certain noise levels, i.e., the EI, ambulances, car radios, car horns, etc. without resolution. AT&T tells me they have no bearing on the service and tend to dismiss what I am telling them rather than research the issue in the field and stop trying to resolve with a customer service rep at the office following an algorithm of actions to take. I am unable to access online services to pay bills or even to play a game occasionally. They tack on late charges because it may take me trying for 3-4 days before the website stays up long enough for me to enter the information.

---

**Ticket: # 1385811 - CONTINUING PROBLEMS ON THE INTERNET**

**Date:** 1/8/2017 11:59:26 AM

**City/State/Zip:** Shreveport, Louisiana 71105

**Company Complaining About:** Cox

---

### **Description**

Dear Sirs: I have a long history of being sabotaged on the Internet. It was so bad recently that whoever it is was taking my emails off the Internet and editing and sending them forward as if they came from me. One involved an invitation that was tragic, because it ruined a meeting for training young people in America to go back into their own countries to work. This morning I cannot do routine searches involving legal. All my best. (b) [REDACTED]

(6)

---

**Ticket: # 1386117 - Computer virus**

**Date:** 1/8/2017 9:29:44 PM

**City/State/Zip:** Shepherd, Montana 59079

**Company Complaining About:** Mellow Survey

---

## **Description**

I keep getting a screen that takes over my computer. It claims to be a CenturyLink survey . The address is [www.mellowsurvey.com](http://www.mellowsurvey.com), followed by a very long list of numbers. I took my computer in and had viruses remove, and the survey was gone, but it has returned. I have contacted CenturyLink, and this is not from them.I am not a CenturyLink customer,but they told me to file a complaint here.

---

**Ticket: # 1386321 - hospital blocking personal internet**

**Date:** 1/9/2017 10:01:58 AM

**City/State/Zip:** Iowa City, Iowa 52240

**Company Complaining About:** Sprint

---

## **Description**

I am at the University of Iowa Hospital and clinics, I am using my phone as a hotspot, and not the hospital internet. When I go to the web page of [www.webs.com](http://www.webs.com) to work on my company website, I get a university of Iowa hospital and clinics logo, telling the website is blocked from view?

Please see attached photos showing the blocking message and the internet from my phone.

---

**Ticket: # 1388020 - AT&T**

**Date:** 1/9/2017 8:47:36 PM

**City/State/Zip:** Memphis, Tennessee 38125

**Company Complaining About:** AT&T

---

## **Description**

Hello, my name is (b) (6) and I am having issues with AT&T. My internet hasn't been working completely for the past week and a half. It has been constantly going in and out of service; and just this past weekend it hasn't been working at all. So I called and someone came out today to try and fix it but he couldn't. He put in a ticket and no one got to the issue all day. Mind you, I'm in school and I use the internet frequently for homework and some streaming. I haven't been able to do any of those things. So I called around 5pm to try and see what's taking so long and instead of fixing the issue at hand, the rep went ahead a new service for me and wanted me to pay another \$100 fee for a technician to come out here and the issue wasn't my fault to begin with. So when I continuously asked to speak with a supervisor, she kept telling me no he is talking to someone else or that he was in a meeting and by this time it is 7pm and I haven't gotten anywhere with the issue. I'm so upset with this company and I need them to fix the problem. I finally called the tech that came to my apartment earlier and he said they weren't suppose to start a new account and charge me and that the issue was suppose to have been completed earlier. This is going on my second week without internet. I need someone's help asap.

---

[Ticket: # 1389972 - scam internet hackers](#)

**Date:** 1/10/2017 6:22:34 PM

**City/State/Zip:** Sunriver, Oregon 97707

**Company Complaining About:** Bend Broadband

---

## **Description**

My computer screen froze with a screen telling me to call Tech Support at 888-535-1763 to fix the error. I could not close out of the screen nor shut the voice over off until I finally disabled my computer. I called the number and asked their company name and was told it is Webio Technology. He could not answer my question of how their message and phone number popped up on my laptop. They told me it would cost \$99 to fix it. I hung up on them as I know it is a scam. I had to take my computer in for repair and it cost me \$175 to get up an running again and remove the spy malware they installed on my computer. This has happened to me before and is becoming expensive! Please do something to shut these scammers down and hit them in the pocketbook where it really hurts. I hate these guys for how much they can stop my world and cost me money. They need to learn to make an honest living! Thank you for your help and attention to this issue.



---

**Ticket: # 1390482 - Misrepresentation complaints post lawsuits, etc.**

**Date:** 1/11/2017 12:12:18 AM

**City/State/Zip:** Mandaue City, Cebu, California 06046

**Company Complaining About:** Globe Telecom, Inc.

---

## **Description**

My name is (b) (6), only spouse of (b) (6) (b) (6), and the Empress of China, Xian Mixi, etc. and we are the only heirs of the estate and trusts of (b) (6) (b) (6). and we have been misrepresented and dishonored so many times by the fake shareholders and licensees of our ownerships, and those persons are the (b) (6), (b) (6) family, and all their gangster/syndicate/vigilant group accomplices worldwide and we need to publish, broadcast, and print our data and the truth worldwide in the hopes of ending the crimes committed by the convicted criminals worldwide. We urge the FCC and the government to assist us in solving these issues and criminal activities by only reporting the whole truth.

---

[Ticket: # 1390684 - interference](#)

**Date:** 1/11/2017 10:28:07 AM

**City/State/Zip:** Lakewood Ranch, Florida 34202

**Company Complaining About:** Charter

---

## **Description**

How can I stop this? Someone is operating something that interferes with my wireless router. I get 100 mg. At times it drops to 9 mg. I tested it at the modem and it is at less 100 mg, so it has to be interference. The internet provider has been here many times and shows the speed is ok at my end. How can I stop this?

---

**Ticket: # 1390858 - AT&T Uverse outage (1/6) with no resolution or ETA**

**Date:** 1/11/2017 11:42:53 AM

**City/State/Zip:** Charlotte, North Carolina 28209

**Company Complaining About:** AT&T

---

## **Description**

My AT&T internet service went out approximately 11:15 am EST Friday 1/6. I immediately jumped on chat to try to get a resolution after my modem reset and troubleshooting failed. My first chat conversation was cordial, but I was told my modem was fried and I'd need a new one and it would take 2-4 days. I requested it be overnighted. I was then informed by neighbors via our Facebook page that we were all told there was no outage and that we all needed a new modem.

Saturday when I called back I was told again that it was a router issue and that I needed a technician to come to my home and earlier was Monday. Everyone in our neighborhood was assigned a technician and one by one the appointments were cancelled and we were finally told it was a network outage.

I have been given very few updates regarding this issue and when it will be resolved. When I called Monday I was told 24-48 hours.

Monday I also received a message from Verizon saying I was over my cellular data with 23 days remaining because I have not had WiFi in my home I've been using cellular data which has now cost me at least \$15 for 1 extra GB.

Tuesday I received a call saying the outage was repaired. I went home, tried my internet and still had nothing. I called again and the AT&T representative said it was restored and that there was a problem inside my home and I needed ANOTHER technician appointment. I then heard from a neighbor that he was told the service was not restored. I opened AT&T chat and tried to get more information since we've been told conflicting statements. The person on chat told me there IS still an outage and the other service rep told me incorrectly.

I have now been informed from a neighbor that a line has been cut and that it probably wouldn't be resolved today either.

What I want from AT&T:

1. An AT&T rep (preferably local) to call me with the following
  - an ETA on when service will be restored
  - An explanation of what the actual issue is
  - an explanation of why we were all given conflicting information
  - an explanation for why my service appointments are cancelled with no explanation
  - an explanation of why I received a call that my service was restored when it wasn't
  - an explanation for why the customer service rep wouldn't fight to keep me as a customer when I threaten to cancel
  - an explanation of what the process is to keep your customers informed during an outage
2. I'd like to know what to do with this brand new router I have received that I do not need.
3. I'd like to be reimbursed for my cellular data overages

4. I'd like to receive 1 month credit for each day this is not resolved based on the inconvenience and lack of customer service support and transparency

---

**Ticket: # 1391899 - Internet Slow or Unresponsive**

**Date:** 1/11/2017 5:15:06 PM

**City/State/Zip:** Linwood, North Carolina 27299

**Company Complaining About:** Piedmont Communications

---

## **Description**

My internet runs slowly or is always being interrupted, whether it be with the wifi, or when I plug right into the modem. I have called my ISP many times and they always check it over the phone and say it is fine. Last week they said it was the router they supplied that wasn't working, so we purchased another router and it is the same thing. We also use our router for the extra cable sockets so we aren't using wifi, just an extension of our modem. I work from home and it is imperative that my internet works at least 90% of the time.

---

**Ticket: # 1392219 - Ddos at liveStream**

**Date:** 1/11/2017 7:07:40 PM

**City/State/Zip:** Vegabaja, Puerto Rico 00693

**Company Complaining About:** Liberty

---

### **Description**

Hello, I having a issue with a user from one of my live streams. He shut down my wifi and attacked my stream. The only thing i have is his websight profile. Of the same websight ive used hes bin attacking me for a long time and im done with it and i just want to get this problem resolved heres the link to his proifle.

<https://beam.pro/swantom8>

if u need any evidence please look at my past streams that started at january 11 2017, Thank you and God bless

---

**Ticket: # 1392520 - My neighbor has an antenna tower in his backyard that interrupts all internet services in the surrounding houses .**

**Date:** 1/11/2017 10:40:02 PM

**City/State/Zip:** Center Point, Alabama 35215

**Company Complaining About:** AT&T

---

## **Description**

My neighbor at (b) (6), Center Point, Alabama 35215. By the name of (b) (6) has built an enormous communications tower in his backyard, hovering over his roof, that knocks out all internet services in the surroundings houses. He is on an old fashioned CB talking to truckers. The intenna is so powerful it breaks into the telephone, and radio. And here lately it causes the whole cable system to go out on the computers and the tv cable to go out. I have put up with it for years but he has been on his CB so often that I can't watch a program on tv. I would like to remain annomus. I do like my neighbors but everyone in the neighborhood is complaining. And I am paying too much for cable to have it interrupted so often plus my children can't do their homework on the computer. Please make him stop.

---

[Ticket: # 1392558 - Internet service](#)

**Date:** 1/11/2017 11:24:30 PM

**City/State/Zip:** Beatrice, Alabama 36425-0104

**Company Complaining About:** Frontier Communications

---

## **Description**

Have been having trouble with Internet service in a serious way since 11-08-2016. Most of the time we can't connect and when we do, we're recommended only able to stay on for a few minutes before we're really dropped. Most of our wireless ipads, laptops, etc. Can't connect. We have contacted Frontier to no avail. There is no other service provider in our area and it seems as if they are not trying to solve the problem. DSL is worse than when we had dial-up. We need help badly in this area.



---

[Ticket: # 1392685 - Interference and DDos of Wifi in apartment complex](#)

**Date:** 1/12/2017 5:50:35 AM

**City/State/Zip:** Madison Heights, Virginia 24572

**Company Complaining About:** Comcast

---

## **Description**

Intermittent and constant Interference and DDos of Wifi in apartment complex. Knocking out entire internet connection for complex daily at random times.

---

**Ticket: # 1392787 - Xbox Live Enforcement Action**

**Date:** 1/12/2017 9:55:13 AM

**City/State/Zip:** Cherry Hill, New Jersey 08034-3918

**Company Complaining About:** Xbox Live Enforcement Action

---

### **Description**

Became top rated Xbox Gamer in world on new game. Received notification that I was the subject of an Xbox Live Enforcement Action on October 18, 2016 via email issuing temporary ban. Issued permanent ban on October 19, 2016. Appealed and denied October 21, 2016. Losing gamers file malicious complaints against winners to seek having better players banned. Xbox does not publish or accept calls or written appeals. No way to contact Xbox enforcement. Have been a gamer since April 2006 (over 10 years) I am requesting reinstatement or at a minimum the transfer of the games from my old account to a newly established account or the value of my account. Thank you.

---

**Ticket: # 1393418 - Strong distortion in area knocking out wi-fi & FM disruptions.**

**Date:** 1/12/2017 2:07:24 PM

**City/State/Zip:** Newberry, Florida 32669

**Company Complaining About:** Verizon

---

### **Description**

Re: above, that disrupts FM radio & knocks out / disrupts my (Verizon) wi-fi. The distortion is \*\* strong distorted frequencies / "signals" (not a server problem). Pls ck area. An ex-communications / trouble shooter specialist.

---

**Ticket: # 1394141 - Re: Gmail Hacked / Organized Stalking Victim**

**Date:** 1/12/2017 5:29:01 PM

**City/State/Zip:** San Anselmo, California 94960

**Company Complaining About:** Verizon Wireless

---

## **Description**

This is a follow-up to your previous request #1230057 "Gmail Hacked / Organized Stalking Victim" I never heard back from the FCC on this complaint and all the others that I have filed with your organization. it began in 1993 from a neighbor (b) (6) still residing at (b) (6) Tiburon, CA. The ongoing harassment/ bullying/stalking/ stealing/ with the internet/ cell phones.

---

**Ticket: # 1394762 - Interference with email communication**

**Date:** 1/13/2017 2:33:58 AM

**City/State/Zip:** Auburn, Washington 98002-4645

**Company Complaining About:** Centurylink

---

## **Description**

My server Centurylink and a company called Synacor have blocked my friend's emails from getting to me during a conversation. I sent a request to Synacor to stop doing that and they told me I needed to contact Centurylink. I sent five different emails to Centurylink and tried a chat and never received any response from them except a run around. I am 77 and spending over a week to get this resolved is very frustrating. I am going to give you the details in the file below. I do not believe it is legal or appropriate for any company to block my communication with friends. How do I fix this? How do I restore my email communication with my friend?

---

**Ticket: # 1395938 - Neighbors use of jamming device**

**Date:** 1/13/2017 3:58:15 PM

**City/State/Zip:** Palmdale, California 93551

**Company Complaining About:** Time Warner

---

**Description**

I have a wireless Arlo system and my neighbor keeps jamming my security device. I have a picture of him pointing a device directly at my cameras. My fear is this individual has claimed to other neighbors he's in the FBI, CIA none of which is true, he's just not all there but it poses a security hazard to my family should we be robbed. He also has a drone device he flies around my property and I doubt its registered.

---

**Ticket: # 1396079 - Verizon Wifi never works resulting in Verizonless wireless service Gb data overages**

**Date:** 1/13/2017 4:39:08 PM

**City/State/Zip:** Bushkill Township ( Bath Mailing Address), Pennsylvania 18014

**Company Complaining About:** Verizon

---

## **Description**

we live in an area that Verizon will not accommodate us with FIOS, Our DSL AND WIFI serve is not dependable and is off more than on. We pay overages to Verizon wireless each month and Wireless blames Verizon home serve. I am caught in the middle and an 11 month crusade to rectify the issue has not happened. They just mail the router while acknowledging the signal is weak.

I am a self employed veteran dependent on my laptop at home . My wife publishes a magazine and my son studies on line. The hardship is beyond financial as stress and missed work related increase. Verizon has yet sent out a qualified expert to state the problem or offer a remedy.

I have remained cool throughout and never missed paying a bill albeit exceeding our budget with the overages.

---

[Ticket: # 1396343 - Fraudulent and internet Fishing](#)

**Date:** 1/13/2017 5:59:42 PM

**City/State/Zip:** Torrance, California 90505

**Company Complaining About:** Frontier Communications

---

### **Description**

when using internet - it locks me unless - i click yes & they charge me - i and send me to somebody else - happens quite often - sometimes i cannot even shut them off.



---

**Ticket: # 1396375 - Extreme 802.11 interference**

**Date:** 1/13/2017 6:12:33 PM

**City/State/Zip:** Eagle Mountain, Utah 84005

**Company Complaining About:** Innovative Air

---

## **Description**

I live in a very rural area, where every lot is at least 4 acres in size. Most of my neighbors' WiFi signals bleed into my home at no greater than -75dBm. However, I am currently seeing an infrastructure 802.11g/n signal inside my house at -32dBm on channel 11 with an SSID of "DIRECT-" and an unregistered MAC address of 4216.3B4D.976C. I have heard complaints from others in the area that "Direct Communications", a wired ISP, will sometimes send high powered signals into the area. This can be problematic, as most people in my neighborhood (including myself) can only obtain Internet access from wireless ISPs. I have an enterprise grade wireless solution in my home, and the closest access point registers at -42dBm on the same 802.11 channel. Clearly, this rogue access point is interfering with my Internet access. I am a senior IT networking consultant, which is why I am able to ascertain the source of the interference.

---

**Ticket: # 1396381 - VIRUS ATTACK!**

**Date:** 1/13/2017 6:15:06 PM

**City/State/Zip:** Kent, Washington 98030

**Company Complaining About:** Comcast

---

## **Description**

WHEN TRYING TO ENTER MY BROKERAGE WEB SITE, I WAS ATTACKED BY A VIRUS, WANTING MY USERNAME AND PASSWORD AND CLAIMING TO BE INFORMING ME OF A VIRUS. IT WAS TELLING ME TO CALL THEIR NUMBER. I DID SOME RESEARCH ON THE PHONE NUMBER. THEIR WEBSITE GOES BY THE NAME TECHNO MANIA. THEY OFFER TO FIX YOUR COMPUTER FOR \$199.99, \$249.99, \$299.99, \$399.99, OR \$499.99, WHATEVER YOU WANT TO PAY. THE PHONE NUMBER IS: 1-866-246-7414. Their language is telling "Contact Apple/Microsoft Support" and "www.patrakali.ml is requesting your username and password. This URL has been blocked under instructions of a competent US Government Authority on or in compliance with orders of a Court of Competent jurisdiction..." The URL I was trying to enter, when attacked, is Fidelity.com. I first got out of its grip using Windows Task Master. Then I called Fidelity to inform them. Now I am reporting to you. Lastly, I will probably restore my computer. Thank you for listening and PLEASE TAKE THEM DOWN!

---

**Ticket: # 1396431 - Phishing**

**Date:** 1/13/2017 6:48:32 PM

**City/State/Zip:** Bronx, New York 10464

**Company Complaining About:** Optimum Online

---

## **Description**

Was asked to call 877-759-2193. Reading a web page, pop up blocked activity on that page. I called the number, ring sounded European (double-ring), then a woman with an Indian accent answered. After I read the error message aloud and asked her to confirm she is a Microsoft support technician, she said they are a "legit" company and asked me to google "support for Microsoft," which obviously yielded Microsoft support real phone number 800-642-7676. During the google search, the woman asked me to hold down the Windows key while at the same time pressing R (I didn't) to "connect to our server." I told her that I know she is running a scam and we said goodbye. Will also open separate complaint under Phone category.

---

**Ticket: # 1396612 - Internet interference**

**Date:** 1/13/2017 9:01:31 PM

**City/State/Zip:** Owensboro, Kentucky 42301

**Company Complaining About:** Time Warner

---

## **Description**

I have been having trouble with numerous aspects to the internet and my phone and until recently I thought it was just the sickness, until I awoke today and by the grace of God caught find of something foul underway. This has affected me both through the cable internet and wireless carriers. Tracking me and possible attacks stemming from these intrusions. I have called them a few times about internet issues and was told to get a new router, which I did then other issues arose playing on my fragile state of mind, body, and soul. The burden of proof falls on me unless I am lucky enough to find someone here to help me prove or disprove these occurrences.

---

**Ticket: # 1396922 - Re: [FCC Complaints] Re: Internet outages**

**Date:** 1/14/2017 12:03:45 PM

**City/State/Zip:** Parker, Colorado 80134

**Company Complaining About:** Comcast

---

## **Description**

This is a follow-up to your previous request #1305954 "Internet outages"

Hello to the FCC.

I am wondering if anyone there actually cares about the way these internet providers are responding to these complaints. I have stated pretty clearly that my problem has been going on FOR YEARS - they started LONG before Comcast's new capping policy. I also supplied plenty of graphics with my last reponse to this nonsense, proving beyond any doubt that I am not falling into the category of "heavy bandwidth user."

However, Comcast used this EXACT same EXCUSE for a SECOND TIME, and you folks at the FCC are simply LETTING THIS SLIDE!!

As far as I am concerned, Comcast has yet to even ACKNOWLEDGE MY ISSUE. Instead, they simply make some completely unrelated nonsense up, and are allowed to close the ticket, and the FCC doesn't review any of it, because it's apparently believed the same companies that need to be regulated for anything can be trusted with an honor system. At this point, I believe this entire process is a waste of my time, as well as taxpayer money.

(b) (6)

---

**Ticket: # 1397349 - Disruption of communication via word processing while utilizing WiFi connection in Community Room.**

**Date:** 1/14/2017 7:10:07 PM

**City/State/Zip:** Jersey City, New Jersey 07306

**Company Complaining About:** Comcast

---

## **Description**

While attempting to fill in various pages or fields of information on line, as directed, the data will not record on the field as processed. This inactivity causes me to Re-Do the data numerous times, wasting a great deal of time. After completing 3 pages only 1 page of information was ON the page, 2 were incomplete and missing.

WHY would this event occur?

I am using the WiFi system in an apartment building near downtown Jersey City New Jersey, and have NO access in my individual apartment (addressed the issue earlier today with phone provider-AT&T).

Typing continuously is becoming annoying and tedious without desired results.

Absent data is unusual once input properly. Interference is within my work space range, question is, WHY????.

Can this be addressed? Thank You

---

**Ticket: # 1397829 - Discrimination complaint against Mr. Edward Hanes, from Microsoft, Windows Support Center**

**Date:** 1/15/2017 2:32:53 PM

**City/State/Zip:** Petersburg, Illinois 62675

**Company Complaining About:** Verizon Wireless

---

## **Description**

I want to file a discrimination complaint against Mr. Edward Hanes, from Microsoft, Windows Support Center at this address: 1 Microsoft Way, Redmond, WA 98052 this is his phone: 1-646-360-0962 Extension 2315. Their email address: info.microtech432@gmail.com this is the reference number that they gave me: AZ3257

This is my complaint: I bought on line and installed 3 applications called PDF Suite 2015 and PDF Suite 2016 and another PDF Suite 2016 Professional. I installed these 3 applications in my 2 top computers. However they don't allow me to use my PDF Suite 2016 after I pay so much money for that. The first application that I installed was PDF 2015. Then, in this year 2016 obviously, I downloaded and installed PDF Suite 2016 after they gave me this offer on line. They gave me a link to buy it and download it. That was not for free. I paid so much money for these 3 applications. The only application they are allowing me to use now is PDF Suite 2015, the one that I bought on line last year in 2015. However I am having so many difficulties because they are blocking me and causing damage to my computer. In order for me to install the 3 PDF applications, I paid so much money from my credit card online before I installed them obviously. I don't want to lose my money. Also they don't allow me to use my PDF Suite 2016 Professional. I will give you the Product Key Number of these 3 applications:

PDF Suite 2015, Product Key Number: N2KRJ-3AARB-AMSK4-7NKQ4-TE6N9

Upgrade PDF 2016, Product Key Number: 8SDPH-QBSBK-SZK4H-GRPBP-6HGAV

PDF Suite 2016 Professional: W46ND-5DKR8-XDKVB-QUJXP-M2EWJ

These are the product key numbers that they gave me. I don't need more proof of that to prove it. One thing that I want to add is that they don't allowed me to open some files that I downloaded from the internet. They don't allow me to open some public housing applications that I downloaded from the internet. For example, they don't allow me to open an Florence County Housing Authority application from New Jersey that I downloaded because according to them my subscription was expired something that is a lie. They are saying to me that my 2 PDF applications from 2016, the last 2 application that I bought are expired, something that is a lie. I pay so much money for this. Also, they did not allow me to print and save the receipt in order to steal my money. They are preventing me from printing and opening the documents that I download from the internet. I am fed up of this situation. I need that Microsoft team lives me alone. After I buy an application on line, they do not allow me to use it. They keep causing me damage to my printer driver. They hacked my computer and change my printer driver to the wrong one in order to make it impossible for me to print. I am able to print because every time they do this to me, I am able to fix it because I have my printer driver in a CD Rom. I can fix it using that and troubleshooting a lot. This situation is causing me emotional stress.

I recently canceled my Norton 360 Premier Subscription. This is the antivirus program that was supposed to protect my 2 computers however instead of that they cause damage to my 2 computers intentionally. After I paid so much money for this service. When some of the technicians remote

control my computers instead of fixing my 2 computers problems they cause damage to my computers. For example they cause problem to my printer intentionally. Also, they delete some of my personal pictures intentionally. I will give you the case number of some of the technician in order to identify him: Case #: 27654734. I want to remind you that I just cancel my Norton Subscription because they were no giving me any service after I paid so much money. They are discriminating me. This is their address: Symantec Corporation, 350 Ellis Street, Mountain View, CA, USA 94043. This is their email address: support@feedback.satmetrix.com another email:

technicalsupport@support01.norton.com another email: alertnorton@gmail.com another email: NortonAccount@Norton.com This is my Norton Premier Edition Product Key:

TBDMGGDT34DW8HKW3PW7WQ8B This is the Product Key Number that they gave me. This is my proof. I don't need nothing else to prove it.

Mr. Mike Smith is the person in charge. This is his phone number: 1-888-483-0832 Extension MS-5421. I need help in order to solve this issue. This complaint is against him too. Mike Smith was the technician who remote control my computer and cause damage to it intentionally, instead of fixing it like he was supposed to did.

The other issue is that I bought an application which is called Office 365 (Home Subscription) however the server do not allow me to use it properly. Let me explain you: When I tried to convert a Microsoft Word Format File in to PDF Format like it supposed to be the system, and the Microsoft server do not allow me to do it like I used to do it at the beginning, I was able to convert a file from Microsoft Word in to PDF Format in order to share it. Now, in order for me to convert a file from Microsoft Format in to PDF Format I have to print the file and then scan it in order to have it or convert it into PDF Format. Now I have to spend so much money just to do that because I have to buy ink cartridges. The black cartridges cost me at least US\$20.00 and the color cartridge cost me at least US\$35.00. The total is US\$55.00 This is unfair. Just because the people from Microsoft do not allow me to convert and file from Microsoft Format to PDF format in order to share it. Since I star having this problem, I am spending so much money in ink cartridges. I had bought 20 in cartridges since I am having this problem. (Cartridges, 10 x \$20 = \$200) (Cartridges 10 x \$35 + 350) \$200 + \$350 = \$550 As you can see in my Math, I had spent \$ 550 in ink cartridges since I am having this problem. This is unfair and ridiculous. This is the product Key Number: 4N29V-D94KK-V9RTV-YRPF8-YPW7R Microsoft Office 365 Home Subscription, this is the name of the application that I'm talking about which comes with: Word, Excel, PowerPoint, OneNote, Outlook. This application is a whole package. It includes 5 applications at the same time. I bought this application on line in STAPLES. This is the Order Number: 9743543043 Order Date: 09/03/2016 Item Number: 2239265 Office 365 Home (1 Year Subscription for Windows, 15 Users Product Key) All this information that I am giving you is on the receipt that I am sending you. That was the negotiation or deal that I made with them. Please take a look at the receipt that I am sending you. I paid US\$106.24 including taxes for that application on line on my computer. It was delivered to me by UPS on September 07, 2016. This is the tracking number: 1Z2W9W130382554652 This application package is good but just because the technician that work for Microsoft and the server did not allow me to use it the way is supposed to be. They are blocking me and causing damage to my computers and my cell phone intentionally. I have a cell phone Droid DNA from Verizon. My phone is being block and hack and intervene. I am having so much difficulties with my phone and all my devices. According to rumors I heard, the Federal Bureau of Investigation (FBI) is behind all this. According to rumors I heart the FBI is intervening my cell phone and my computers and causing damage to them. Everything looks like is true. I have to report that too. This complaint is against Verizon too because they are not helping me. The last thing they are doing to me is that they are turning my cell phone of every time I tried to use the internet. They are remote controlling my cell phone and my computers and all my devices in order to block me and prevent me to send messages on the internet. I am able to do all this because I know



how to trouble shoot my devices. I have some skills doing all that. I am fed up of this situation. This issue must be solve too! I am fed up honest

---

**Ticket: # 1398013 - discrimination complaint against Mr. Mike Smith and Against Mrs. Nancy Jones from Norton Symantec Support Center And Verizon (Phone Company n Internet**

**Date:** 1/15/2017 5:44:54 PM

**City/State/Zip:** Petersburg, Illinois 62675

**Company Complaining About:** Verizon Wireless

---

## **Description**

My Personal Information:

My Name: (b) (6)

My Address: (b) (6), Petersburg, Illinois 62675

My Social Security number: (b) (6)

My Phone number: (b) (6)

My Email: (b) (6)

Date: Sunday, January 15, 2017

Federal Communication Commission  
445 12th Street S.W. Washington, DC 20554

To Whom It May Concern:

I want to file a discrimination complaint against Mr. Mike Smith and Against Mrs. Nancy Jones from Norton Symantec Support Center. At this address: Mountain View, CA 34049 United States. Mike Smith, who is the Customer Advocate. This is his phone: 1-888-843-0832 Nancy Jones, who is the Security Expert. This is her and his phone: 1-888-483-0832 Extension MS-5421 This is the Reference Number they gave me: NOR7839 in order for the Norton technician assist me however they never assist me. Instead of that they damage my computers in order to cause problem to me. This is the IP address they gave me which is not the original IP address: 196.27.255.255 I don't know which was my original IP Address. Also, they are giving me several IP addresses which appears on my 3 devices. Mr. Mike Smith knows my original IP addresses in my 3 devices that are connected to my Norton account. Mr. Mike Smith can fix this problem on my computer because it was himself who cause this problem and now is charging me extra money in order to fix it! This is unfair! This is illegal! This is their email: alertnorton@gmail.com In fact Mr. Mike Smith and Nancy Jones are computer technicians.

This is my complaint: Mr. Mike Smith and Mrs. Nancy Jones are supposed to fix and protect my 2 computer and my cell phone from viruses and hackers on the internet but instead of that they are causing me damage to my computers and my cell phone. They are the hackers who damage my 3 devices that are connected to my Norton account. I pay a lot of money for this service. The biggest damage that they did to my 2 computers was that they changed the original IP address to another different IP Address. I don't know the original IP addresses of my 2 computers. The last time they remote controlled my 2 computers after I request online support was on June 13, 2016. Instead of solving my problem they make my computers worse intentionally. They change my IP address of my 2 computers in order to fabricate me a crime and to prevent me to identify my IP original address in order to make it impossible to solve an issue that I am having with you Google and Youtube Channel account that I have. Now because my original IP addresses of my 2 computers and my cell phone

were stolen, because of that, it is hard for me to prove that the videos and photos that I up loaded on youtube are mine and that they were up load from my 2 computers and my smart phone which number is (b) (6) Droid DNA. Wi-Fi MAC address: (b) (6) This the new IP address they gave me after they delete the original IP address. As you can see the IP address they gave me is from a MAC computer. I don't have a MAC computer. They also delete my smart cell phone identity which is supposed to be Droid DNA. Now my cell phone don't show its identity which is Droid DNA. All this is a fabrication from Mr. Mike Smith and Mrs. Nancy Jones in order to cause problem and to prevent me to identify myself and my 3 devices that are connected to my Norton Account. I pay a lot of money to them to protect my devices however they did not. Instead of that they cause damage to my 2 computers and my phone. I want Mr. Mike Smith to fix the problem that he caused to my 2 computers. He called me to harass, intimidate me and remote control my computer without my permission in order to block me on the internet. He did all that for the first time when I used to live in the state of New Jersey at this address: (b) (6) . Passaic, New Jersey 07055 around May 2015. Now I live in the state of Illinois at this address: (b) (6) , Petersburg, Illinois 62675. Now Mr. Mike Smith is charging me more than \$900 US dollars to fix my computer after he was the person to cause all this damage to my 2 computers including my smart phone. He order me not to used my computer by phone. He control my computer without my authorization in order to cause damage to my computer and now he is charging me a lot of money to fix the computer that he damage. Mr. Mike Smith wants to obligate me to pay extra money for the damage that he caused to my computer. I don't have to pay extra money. What he is doing is illegal. What Mr. Mike Smith is doing is a crime. Mr. Smith and Mrs. Jones are two liars. All this is a fabrication from them. According to them, someone hack my computer and used my IP address in Japan. That is false. I believe it was Mr. Mike Smith himself who did all that. All this is a lie from Mr. Mike Smith. I want Mike Smith to put back the original IP address that he delete from my 2 computers. I don't have a Mac Computer to have this address. I am not stupid to be fool like that. These is my 2 computer's information including my Smart Phone: Brand: Gateway, Acer, Model: NE56R41u Windows 8 (Notebook) Computer name: Anyelo. Full Computer: Anyelo. Anyelo. Product ID: (b) (6) . Serial Number: (b) (6) . SNID Number: (b) (6) . I tried to validate this computer using this number however the system did not allow me to do that. This is the IP Address that Norton gave me: (b) (6) This is the reference number Norton gave me: NOR7839. The Gateway, Acer computer is the computer which Mr. Mike Smith damage and block. He stole and deleted the original IP Address. I bought this computer at a Walmart store when I used to live in the state of New Jersey at this address (b) (6) , Saddle Brook, New Jersey. The other computer that I have, I bought it at the same store Walmart. Computer information: Brand: Acer, ASPIRE Model: (b) (6) Windows 7 Serial Number ID: (b) (6) Date: 1110. My phone: (b) (6) Wi fi MAC Address: (b) (6) Notice that this address is for a MAC device and I don't have a MAC phone. It is like that because my original address was stolen and change without my permission. Phone Name: (b) (6) . Notice that it does not say Droid DNA like it is supposed to be. It's like that because my phone name was change without my permission. Device Serial Number: (b) (6) Model Number: (b) (6) IMI: (b) (6) Hardware version: 0003 One thing that I forgot to mention is that they don't allow me the share my own videos that I created and photos that I have on my Windows Media Player and on my Movie Maker program and on my Windows DVD maker. I have a software call Movie maker in which I can make videos that I used to share on facebook and others social media like Youtube however I am being block. They did not allow me to do that. They do not allow me to share the videos that I created using the movie maker software from Microsoft. Mr. Mike Smith told me by phone that Microsoft will always block me. He harassed me and disrespected and tried to intimidate me. He treated me like a criminal, like I was doing something wrong. The one who is doing something wrong is Mr. Mike Smith. I wish he allow me

to share my photos and videos from my computer to the social media like they used to do at the beginning when I bought my 2 computer and my cell phone. Youtube does not allow me to upload and share my videos because of this issue. I need to have my original IP address in order to prove to Youtube and Google that the videos and pictures that I uploaded are mine. I am fighting to keep my videos and my account open on Youtube and Google. I am fighting to have the copy rights of my videos which are my memories. I have the right to have my own videos. Someone is claiming that my videos and and pictures are his. He wants to still my identity and my memories even my IP addresses. After all the money I pay for

---

**Ticket: # 1398018 - discrimination complaint against Mr. Edward Hanes, from Microsoft, Windows Support Center and Verizon (Phone n Internet Company)**

**Date:** 1/15/2017 5:58:38 PM

**City/State/Zip:** Petersburg, Illinois 62675

**Company Complaining About:** Verizon

---

## Description

My Name: (b) (6)

My New Address: (b) (6), Petersburg, Illinois 62675

My Social Security number: (b) (6)

My Phone number: (b) (6) (Please call me)

My Email: (b) (6) (Please email me)

Date: Sunday, January 15, 2017

Federal Communication Commission  
445 12th Street S.W. Washington, DC 20554

To Whom It May Concern:

I want to file a discrimination complaint against Mr. Edward Hanes, from Microsoft, Windows Support Center at this address: 1 Microsoft Way, Redmond, WA 98052 this is his phone: 1-646-360-0962 Extension 2315. Their email address: info.microtech432@gmail.com this is the reference number that they gave me: AZ3257

This is my complaint: I bought on line and installed 3 applications called PDF Suite 2015 and PDF Suite 2016 and another PDF Suite 2016 Professional. I installed these 3 applications in my 2 top computers. However they don't allow me to use my PDF Suite 2016 after I pay so much money for that. The first application that I installed was PDF 2015. Then, in this year 2016 obviously, I downloaded and installed PDF Suite 2016 after they gave me this offer on line. They gave me a link to buy it and download it. That's was not for free. I paid so much money for these 3 applications. The only application they are allowing me to use now is PDF Suite 2015, the one that I bought on line last year in 2015. However I am having so many difficulties because they are blocking me and causing damage to my computer. In order for me to install the 3 PDF applications, I paid so much money from my credit card online before I installed them obviously. I don't want to lose my money. Also they don't allow me to use my PDF Suite 2016 Professional. I will give you the Product Key Number of these 3 applications:

PDF Suite 2015, Product Key Number: (b) (6)

Upgrade PDF 2016, Product Key Number: (b) (6)

PDF Suite 2016 Professional: (b) (6)

These are the product key numbers that they gave me. I don't need more proof of that to prove it. One thing that I want to add is that they don't allowed me to open some files that I downloaded from the internet. They don't allow me to open some public housing applications that I downloaded from the internet. For example, they don't allow me to open an Florence County Housing Authority application from New Jersey that I downloaded because according to them my subscription was expired something that is a lie. They are saying to me that my 2 PDF applications from 2016, the last 2 application that I bought are expired, something that is a lie. I pay so much money for this. Also,

they did not allow me to print and save the receipt in order to steal my money. They are preventing me from printing and opening the documents that I download from the internet. I am fed up of this situation. I need that Microsoft team lives me alone. After I buy an application on line, they do not allow me to use it. They keep causing me damage to my printer driver. They hacked my computer and change my printer driver to the wrong one in order to make it impossible for me to print. I am able to print because every time they do this to me, I am able to fix it because I have my printer driver in a CD Rom. I can fix it using that and troubleshooting a lot. This situation is causing me emotional stress.

I recently canceled my Norton 360 Premier Subscription. This is the antivirus program that was supposed to protect my 2 computers however instead of that they cause damage to my 2 computers intentionally. After I paid so much money for this service. When some of the technicians remote control my computers instead of fixing my 2 computers problems they cause damage to my computers. For example they cause problem to my printer intentionally. Also, they delete some of my personal pictures intentionally. I will give you the case number of some of the technician in order to identify him: Case #: 27654734. I want to remind you that I just cancel my Norton Subscription because they were no giving me any service after I paid so much money. They are discriminating me. This is their address: Symantec Corporation, 350 Ellis Street, Mountain View, CA, USA 94043. This is their email address: support@feedback.satmetrix.com another email: technicalsupport@support01.norton.com another email: alertnorton@gmail.com another email: NortonAccount@Norton.com This is my Norton Premier Edition Product Key: TBDMDGGDT34DW8HKW3PW7WQ8B This is the Product Key Number that they gave me. This is my proof. I don't need nothing else to prove it.

Mr. Mike Smith is the person in charge. This is his phone number: 1-888-483-0832 Extension MS-5421. I need help in order to solve this issue. This complaint is against him too. Mike Smith was the technician who remote control my computer and cause damage to it intentionally, instead of fixing it like he was supposed to did.

The other issue is that I bought an application which is called Office 365 (Home Subscription) however the server do not allow me to use it properly. Let me explain you: When I tried to convert a Microsoft Word Format File in to PDF Format like it supposed to be the system, and the Microsoft server do not allow me to do it like I used to do it at the beginning, I was able to convert a file from Microsoft Word in to PDF Format in order to share it. Now, in order for me to convert a file from Microsoft Format in to PDF Format I have to print the file and then scan it in order to have it or convert it into PDF Format. Now I have to spend so much money just to do that because I have to buy ink cartridges. The black cartridges cost me at least US\$20.00 and the color cartridge cost me at least US\$35.00. The total is US\$55.00 This is unfair. Just because the people from Microsoft do not allow me to convert and file from Microsoft Format to PDF format in order to share it. Since I star having this problem, I am spending so much money in ink cartridges. I had bought 20 in cartridges since I am having this problem. (Cartridges, 10 x \$20 = \$200) (Cartridges 10 x \$35 + 350) \$200 + \$ 350= \$550 As you can see in my Math, I had spent \$ 550 in ink cartridges since I am having this problem. This is unfair and ridiculous. This is the product Key Number: (b) (6)

(b) (6) Microsoft Office 365 Home Subscription, this is the name of the application that I'm talking about which comes with: Word, Excel, PowerPoint, OneNote, Outlook. This application is a whole package. It includes 5 applications at the same time. I bought this application on line in STAPLES. This is the Order Number: 9743543043 Order Date: 09/03/2016 Item Number: 2239265 Office 365 Home (1 Year Subscription for Windows, 15 Users Product Key) All this information that I am giving you is on the receipt that I am sending you. That was the negotiation or deal that I made with them. Please take a look at the receipt that I am sending you. I paid US\$106.24 including taxes

for that application on line on my computer. It was delivered to me by UPS on September 07, 2016. This is the tracking number: 1Z2W9W130382554652 This application package is good but just because the technician that work for Microsoft and the server did not allow me to use it the way is supposed to be. They are blocking me and causing damage to my computers and my cell phone intentionally. I have a cell phone Droid DNA from Verizon. My phone is being block and hack and intervene. I am having so much difficulties with my phone and all my devices. According to rumors I heard, the Federal Bureau of Investigation (FBI) is behind all this. According to rumors I heart the FBI is intervening my cell phone and my computers and causing damage to them. Everything looks like is true. I have to report that too. This complaint is against Verizon too because they are not helping me. The last thing they are doing to me is that they are turning m

---

**Ticket: # 1398441 - 2015 Internet Surveillance law CA SB 178 and Open Wi-Fi**

**Date:** 1/16/2017 10:03:21 AM

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

**Company Complaining About:** T Mobile

---

## **Description**

Every since August 9, 2016 when I purchased a NEW FAMILY mobile sim encryption card under deception of real private parent company, T-Mobile I had more complaint whereas my passwords, banking, social security, medical ftc hipaa, medicaid, voice tapping, and California state bill extended privacy to pda from 1/1/2016 by Gov J Brown ALL HAVE BEEN BREACHED not limited government restricted system when submitting private data regarding terrorist threats POSSIBLY, harassment based of color of the law, congressmen regarding health care issues, etc

In T-Mobile carrier wireless agency with aclu stingray devices potentially in use



---

**Ticket: # 1398822 - internet disconnects and no service**

**Date:** 1/16/2017 1:57:35 PM

**City/State/Zip:** Orange, Massachusetts 01364

**Company Complaining About:** Verizon

---

## **Description**

I have in the last week had over 100 disconnects on my internet and the problem continues today I have been trying for several years to get this issue resolved and verizon just sends a tech to my house checks my line and says nothing is wrong and goes home saying nothing is wrong and problem solved . As of today going back 1 week I have had over 100 instant disconnects from my internet and the problem continues . all devices using my internet have this issue. whatever does this causes my wyfi to go bezerk and it goes on and off like a light switch . verizon will not put any effort into resloving this issue and I pay for the high speed internet enhanced. there is nothing enhanced about the internet if you cannot stay on it without being disconnected or waking up to your service being down. we need this resolved for my daughter needs the internet to do school . She is schooled on line for she has been ill for some time .this complaint has gone on for so long that verizon will at times say they wont check it out and they checked it and it was fine . but within an hour of their visit DISCONNECT! please help me find the problem. today we tried to call walmart for medicine the line was so noisy that we couldnt use the land line.

---

**Ticket: # 1399666 - Wi-Fi Deauthentication Attack**

**Date:** 1/16/2017 8:33:52 PM

**City/State/Zip:** Seattle, Washington 98104

**Company Complaining About:** Watchguard

---

**Description**

Hello,

The company I work for, WatchGuard operates and sells Access Points (AP 120 and AP 320) that can perform a Deauthentication Attack on all access points in the area.

[https://en.wikipedia.org/wiki/Wi-Fi\\_deauthentication\\_attack](https://en.wikipedia.org/wiki/Wi-Fi_deauthentication_attack)

They have enabled this feature on the Access Points at the office and has started interfering with neighbor access points.

Are these legal?

I wish to remain anonymous due to fear of retaliation from the company.

Thanks

---

**Ticket: # 1400065 - Driver Support**

**Date:** 1/17/2017 9:55:57 AM

**City/State/Zip:** Winter Haven, Florida 33880

**Company Complaining About:** Driver Support

---

## **Description**

2 months ago, my computer froze up, and I had a pop-up telling me to contact this company (Driver Support) immediately. I could not close the pop-up and nothing I did would close it out. There was also a loud verbal message telling me to contact them immediately. In order to get my computer back on-line I finally called the company, and they immediately got my computer back up, but charged me \$9.99. I did not sign up for an on-going service with them. Last month, they charged my credit card another \$9.99, so I sent them an email message telling them to cancel, that I had not agreed to their service. I just got charged another \$9.99. This seems to be a scam when they have control over your computer and the only way you can make the pop-up go away is to call them and pay \$9.99. Their phone number is 512-373-3518, located in Texas. I would like to know if this company has been reported, and if this is legal. Thank you

---

**Ticket: # 1400159 - Internet Interference**

**Date:** 1/17/2017 10:52:35 AM

**City/State/Zip:** Randolph, Virginia 23962

**Company Complaining About:** Kinex

---

**Description**

Someone has a base station in the 900 mhz range that is affecting internet service in the area. This is causing the internet to go down for days at a time.

According to his provider, people are increasing the power of their CB's and/or radios to transmit longer distances causing interference to the wireless internet. \*\*\*CTR375-phone\*\*\*

---

[Ticket: # 1400951 - Continued cell phone/ internet hacking](#)

**Date:** 1/17/2017 2:56:44 PM

**City/State/Zip:** Jackson, Mississippi 39296

**Company Complaining About:** Tracfone

---

## **Description**

My cell phone continues to be hacked and the above E-mail continues to be hacked.

My Wi-Fi is not working and I have seen several icons on my phone that are not my standard icons.

Also, my cell phone/internet displays functions that are not standard, eg. a hot spot, do not disturb,

etc. I have found an Ipad and a Mac address that are extraneous, as my phone is an Android. The

address is as follows: Mac address is 28:be:03:d3:cb:14. Ipv4 10:59.25.196. Ipv6

fe80::2abe:3ff:fed3:cb14.

---

**Ticket: # 1401568 - Yahoo communications, international hacks, disruption with phone services**

**Date:** 1/17/2017 6:21:29 PM

**City/State/Zip:** Dupont, Washington 98327

**Company Complaining About:** Between Yahoo (e Mail)-and Ooma Phone

---

## **Description**

For 20 years I have used Yahoo e-mail. For 1 year plus I have had security problems with hackers, bogus service agencies, and currently no facility to contact Yahoo to gain assistance with my Yahoo compromised service and phone disruptions. I have been told by a 'Cisco' office that my phone number is being used by unknown sources in Russia, Dallas TX, Pheonix AZ, and China. When I am on the phone my voice communications are interrupted (by overload) which causes breaks in the Ooma phone service / contact. Continued interruption halts phone service. I have tried unsuccessfully to access Yahoo help via internet (all phone numbers provided there are no longer in use and the vast mass of written information is not of any service. My phone service has asked me to contact Yahoo to have them adjust electrical settings???? blocks???? for the hackers so my phone can be used by me alone and not the hackers, who continue to turn off my computer firewall to allow spam mail and other interruptions. I have Norton security but they are not allowed to use / access my e/mail.

---

**Ticket: # 1402275 - illegal interference in Internet and, also, VOIP**

**Date:** 1/18/2017 9:05:50 AM

**City/State/Zip:** Venice, California 90291

**Company Complaining About:** Time Warner

---

## **Description**

Messing with our Internet Activity: slow down, computer suddenly shuts down  
violation of basic constitutional right: The RIGHT to be LEFT ALONE.

The individuals concerned: (b) (6), (Former robbery convict), (b) (6). A whole  
bunch of ill-supervised individuals.

---

**Ticket: # 1403484 - DDOS attacks continue WHILE ON FCC WEBSITE!!!!!!!!!!!!!!!!!!!!!!**

**Date:** 1/18/2017 4:22:51 PM

**City/State/Zip:** Kapaau, Hawaii 96755

**Company Complaining About:** Hawaiian Telcom

---

## **Description**

<http://gateway.pace.com/xslt?PAGE=HURL06> BLOCKING ACCESS to :

<http://www.alohaliving.com/search/search/?page=39&ipp=10&idxid=HawaiiInformationService&island=3&region=&form=&tenure=&minprice=0&maxprice=1500000&minbeds=0&maxbeds=999&minbaths=0&maxbaths=999&minarea=0&maxarea=0&sorttype=price&sortdir=desc>

ALSO: YOUR WEBSITE IS NOT FUNCTIONING and/or is BEING ATTACKED AT URL-(TOTAL ATTACK/BLOCKED ACCESS!!!):

<https://opendata.fcc.gov/Consumer-and-Government-Affairs/CGB-Map-of-All-Complaints-by-State/yku2-yagi#Filter>

Even "no access" without filter added!!

PLEASE DO SOMETHING ABOUT THESE CRIMINAL HACKERS!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!! They are also interfering with access to send second report/update!

THIS IS AN ONGOING ISSUE which HITEL has NOT resolved, and has AGAIN ESCALATED in the past two days, SINCE THE FCC REPORT "Was closed"!!! PLEASE OPEN ANOTHER COMPLAINT, as this HAS NOT BEEN RESOLVED, just as I told Dana Wong!!!! They are NOT DOING ANYTHING ABOUT THEIR GATEWAY HACKER ATTACKS that is BLOCKING BUSINESS ACCESS ---

NO WONDER THERE IS NO CONSUMER CONFIDENCE!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!



---

**Ticket: # 1406890 - Discrimination complaint against the Federal Bureau of Investigation (FBI) And Verizon Wireless**

**Date:** 1/20/2017 2:28:29 AM

**City/State/Zip:** Petersburg, Illinois 62675

**Company Complaining About:** Verizon Wireless

---

## **Description**

My Personal Information:

My Full Name: (b) (6)

My Social Security: (b) (6)

My Phone: (b) (6)

My Email: (b) (6)

My Address: (b) (6), Petersburg, Illinois 62675

Date: Friday, January 20, 2017

Federal Communications Commission

445 12th Street, S.W.

Washington, DC 20554

To Whom It May Concern:

Introduction:

I want to file a discrimination complaint against the Federal Bureau of Investigation (FBI). This is the address: FBI Springfield Federal Government Office in Springfield, Illinois: 900 E. Linton Ave. Springfield, Illinois 62703 This is their phone: 217-522-9675 I want to file this complaint because all the problems that they are causing me including to prevent me from submitting a discrimination complaint on line on HUD. I tried to submit a 903 Form on line in HUD however the server did not allow me to. The server is part of this FBI conspiracy against me. All the complaints I had filed are related to the FBI conspiracy against me. I am mentally disabled because of this conspiracy. They had caused me psychological problems. They send people to bother, to assault me, to harass me. They have a defamatory campaign against me. The presidential campaign is over. The presidential campaign is only a few weeks. However they keep this defamatory campaign against me the whole life! This campaign is base in a lie! They are sexually harassing me and discriminating me by saying that I know them, something that is a lie! Every problem that I have is cause by the FBI conspiracy against me who are persecuting me and defaming me. They are spreading the hate against me in order to make people hate me and discriminate me. I am not a friend of them like they say in the rumors that they spread against me. They are saying a lie. This is the lie: According to the FBI, I am stilling my Wi-Fi something that is a lie. I pay my bill to Verizon which is the company that provide this service for me including internet and cell phone wireless. They use this lie as an excuse to interfere with my computers, my cell phone and all my devises Wi-Fi. Verizon Wireless is the company that provides all this service for me because I pay so much money for this service. This is my Wi-Fi name: (b) (6) to get internet access using my Jetpack which is a device to get internet access wireless everywhere I go. My Cell Phone Number which is a Droid DNA HTC number is (b) (6) and my Jetpack number to get access to the internet wireless is: (b) (6). The FBI is interfering and blocking all my devices including my cell phone and lop top computers. Recently, a

hacker damaged the adapter that is used to connect my scanner which is an Epson Perfection V19. In order for me to fix that, I had to download it on line and reinstalled it. However the hacker keep interfering with my computer and damaging my adapter. (Epson Software: epson:17633) epson 17633 is the name of the adapter the hacker keep damaging. I had fixed that problem like 10 times however the hacker keeps doing the same thing to my computer adapter. He damages it or broke it on line! Over and over again. And then, I fix it, over and over again. I am fed up! The hacker does that to prevent me from using my scanner which I need so much to scan my documents that I used as proof or evidence. They did the same thing with my other computers` adapter to get access to the internet wireless. The hacker damages this adapter online several times, after I fix it several times too. This is the name of this adapter: Qualcomm Atheros WLAN and Bluetooth Client Installation Program. This adapter is installed however it does not work because the hacker keeps damaging it or braking it. Now the only way I can get access wireless to the internet on my Acer lap top computer is by plugging my computer to my Jetpack which is a device that allows me to get access to the internet wireless. The server did not allow me to get internet wireless as well as bloothooth on my Acer Computer. (It`s a Acer Aspire (b) (6) ) I was able to fix this problem several times with the help of the Verizon technician on line. However, the hacker damages this adapter again and I am having the same problem again. Verizon does not want to help me anymore even though I pay so much money to them to get this service. Also the server did not allow me to use my own Wi-Fi which is Verizon MiFi (b) (6) on my cell phone which is a droid DNA HTC, cell phone number: (b) (6) Now the only way I can get access to the internet wireless on my cell phone is using my data mobile. I used to use my Wi-Fi from my Jetpack on my cell phone without any problem however the server who is interfering with my cell phone does not allow me to used my own Wi-Fi which I paid! Also the server does not allow me to get any Wi-Fi on my cell phone even though I have the password of the Wi-Fi that I am going to used. This is unfair that after I pay so much money for this service Verizon does not want to fix all the problems that I am having with my phone and my Jetpack which is the devise which allow me to get internet access on my computer. Also, the server does not allow me to have a 4 G signal on my cell phone and sometimes on my Jetpack. I had already called them so many times to fix this problem, as well as other problems that I have with other devices that I have. All this issues must be fixed! Verizon is not supposed that any hacker interfere with my cell phone and to my Jetpack, However they did. I very strongly believe that the FBI is behind all that! They are causing all this problems to me. My Verizon Account Number is: (b) (6) and my Wi-Fi name is: Verizon MiFi (b) (6) . I am supposed to get internet access from any device wireless using my Jetpack device from Verizon Wireless, however they don`t allow me to use this Wi-Fi in my cell phone which is a Droid DNA HTC like they use to even though all the money I pay to Verizon. They are accomplices of the FBI. I am not a criminal to be treated like that. I am being discriminated and persecuted. This problem must be fixed! Notice that my First name is: (b) (6) and my Last name is: (b) (6) , notice that my name is on the bills that I am sending you in attachments, as proof or evidence that I pay my phone. All this issues have to be fixed.

Sincerely,

(b) (6)

A Tenant from Menard County Housing Authority  
A Proud Citizen of the United States of America

---

**Ticket: # 1406893 - Discrimination complaint against Mr. Mike Smith and Against Mrs. Nancy Jones from Norton Symantec Support Center**

**Date:** 1/20/2017 2:44:39 AM

**City/State/Zip:** Petersburg, Illinois 62675

**Company Complaining About:** Verizon Wireless

---

## **Description**

My Personal Information:

My Name: (b) (6)

My Address: (b) (6), Petersburg, Illinois 62675

My Social Security number: (b) (6)

My Phone number: (b) (6)

My Email: (b) (6)

Date: Sunday, January 15, 2017

Federal Communication Commission  
445 12th Street S.W. Washington, DC 20554

To Whom It May Concern:

I want to file a discrimination complaint against Mr. Mike Smith and Against Mrs. Nancy Jones from Norton Symantec Support Center. At this address: Mountain View, CA 34049 United States. Mike Smith, who is the Customer Advocate. This is his phone: 1-888-843-0832 Nancy Jones, who is the Security Expert. This is her and his phone: 1-888-483-0832 Extension MS-5421 This is the Reference Number they gave me: NOR7839 in order for the Norton technician assist me however they never assist me. Instead of that they damage my computers in order to cause problem to me. This is the IP address they gave me which is not the original IP address: (b) (6) I don't know which was my original IP Address. Also, they are giving me several IP addresses which appears on my 3 devices. Mr. Mike Smith knows my original IP addresses in my 3 devices that are connected to my Norton account. Mr. Mike Smith can fix this problem on my computer because it was himself who cause this problem and now is charging me extra money in order to fix it! This is unfair! This is illegal! This is their email: alertnorton@gmail.com In fact Mr. Mike Smith and Nancy Jones are computer technicians.

This is my complaint: Mr. Mike Smith and Mrs. Nancy Jones are supposed to fix and protect my 2 computer and my cell phone from viruses and hackers on the internet but instead of that they are causing me damage to my computers and my cell phone. They are the hackers who damage my 3 devices that are connected to my Norton account. I pay a lot of money for this service. The biggest damage that they did to my 2 computers was that they changed the original IP address to another different IP Address. I don't know the original IP addresses of my 2 computers. The last time they remote controlled my 2 computers after I request online support was on June 13, 2016. Instead of solving my problem they make my computers worse intentionally. They change my IP address of my 2 computers in order to fabricate me a crime and to prevent me to identify my IP original address in order to make it impossible to solve an issue that I am having with you Google and Youtube Channel account that I have. Now because my original IP addresses of my 2 computers and my cell phone were stolen, because of that, it is hard for me to prove that the videos and photos that I up loaded on

youtube are mine and that they were up load from my 2 computers and my smart phone which number is (b) (6) Droid DNA. Wi-Fi MAC address: (b) (6) This the new IP address they gave me after they delete the original IP address. As you can see the IP address they gave me is from a MAC computer. I don't have a MAC computer. They also delete my smart cell phone identity which is supposed to be Droid DNA. Now my cell phone don't show its identity which is Droid DNA. All this is a fabrication from Mr. Mike Smith and Mrs. Nancy Jones in order to cause problem and to prevent me to identify myself and my 3 devices that are connected to my Norton Account. I pay a lot of money to them to protect my devices however they did not. Instead of that they cause damage to my 2 computers and my phone. I want Mr. Mike Smith to fix the problem that he caused to my 2 computers. He called me to harass, intimidate me and remote control my computer without my permission in order to block me on the internet. He did all that for the first time when I used to live in the state of New Jersey at this address: (b) (6). Passaic, New Jersey 07055 around May 2015. Now I live in the state of Illinois at this address: (b) (6), Petersburg, Illinois 62675. Now Mr. Mike Smith is charging me more than \$900 US dollars to fix my computer after he was the person to cause all this damage to my 2 computers including my smart phone. He order me not to used my computer by phone. He control my computer without my authorization in order to cause damage to my computer and now he is charging me a lot of money to fix the computer that he damage. Mr. Mike Smith wants to obligate me to pay extra money for the damage that he caused to my computer. I don't have to pay extra money. What he is doing is illegal. What Mr. Mike Smith is doing is a crime. Mr. Smith and Mrs. Jones are two liars. All this is a fabrication from them. According to them, someone hack my computer and used my IP address in Japan. That is false. I believe it was Mr. Mike Smith himself who did all that. All this is a lie from Mr. Mike Smith. I want Mike Smith to put back the original IP address that he delete from my 2 computers. I don't have a Mac Computer to have this address. I am not stupid to be fool like that. These is my 2 computer's information including my Smart Phone: Brand: Gateway, Acer, Model: NE56R41u Windows 8 (Notebook) Computer name: (b) (6) Full Computer: (b) (6). Product ID: 00179-60861-24485-AAOEM. Serial Number: NXY1UAAO30339048163400. SNID Number: 33901845434. I tried to validate this computer using this number however the system did not allow me to do that. This is the IP Address that Norton gave me: (b) (6) This is the reference number Norton gave me: NOR7839. The Gateway, Acer computer is the computer which Mr. Mike Smith damage and block. He stole and deleted the original IP Address. I bought this computer at a Walmart store when I used to live in the state of New Jersey at this address Route 46 west, Saddle Brook, New Jersey. The other computer that I have, I bought it at the same store Walmart. Computer information: Brand: Acer, ASPIRE Model: 5733Z-4851 Windows 7 Serial Number ID:14320094416 MG Date: 1110. My phone: (b) (6) Wi fi MAC Address: e8:99:c4:bc:16:b6 Notice that this address is for a MAC device and I don't have a MAC phone. It is like that because my original address was stolen and change without my permission. Phone Name: HTC6435LVW. Notice that it does not say Droid DNA like it is supposed to be. It's like that because my phone name was change without my permission. Device Serial Number: FA2c5s505415 Model Number: HTC6435LVW IMI:990000672423417 Hardware version: 0003 One thing that I forgot to mention is that they don't allow me the share my own videos that I created and photos that I have on my Windows Media Player and on my Movie Maker program and on my Windows DVD maker. I have a software call Movie maker in which I can make videos that I used to share on facebook and others social media like Youtube however I am being block. They did not allow me to do that. They do not allow me to share the videos that I created using the movie maker software from Microsoft. Mr. Mike Smith told me by phone that Microsoft will always block me. He harassed me and disrespected and tried to intimidate me. He treated me like a criminal, like I was doing something wrong. The one who is doing something wrong is Mr. Mike Smith. I wish he allow me to share my photos and videos from my computer to the social media like they used to do at the

beginning when I bought my 2 computer and my cell phone. Youtube does not allow me to upload and share my videos because of this issue. I need to have my original IP address in order to prove to Youtube and Google that the videos and pictures that I uploaded are mine. I am fighting to keep my videos and my account open on Youtube and Google. I am fighting to have the copy rights of my videos which are my memories. I have the right to have my own videos. Someone is claiming that my videos and and pictures are his. He wants to still my identity and my memories even my IP addresses. After all the money I pay for thi

---

**Ticket: # 1406897 - Discrimination Complaint Against Mr. Edward Hanes, from Microsoft, Windows Support Center**

**Date:** 1/20/2017 2:55:09 AM

**City/State/Zip:** Petersburg, Illinois 62675

**Company Complaining About:** Verizon Wireless

---

## **Description**

My Name: (b) (6)

My New Address: (b) (6), Petersburg, Illinois 62675

My Social Security number: (b) (6)

My Phone number: (b) (6) (Please call me)

My Email: anyelogonzalezpratt@gmail.com (Please email me)

Date: Sunday, January 15, 2017

Federal Communication Commission  
445 12th Street S.W. Washington, DC 20554

To Whom It May Concern:

I want to file a discrimination complaint against Mr. Edward Hanes, from Microsoft, Windows Support Center at this address: 1 Microsoft Way, Redmond, WA 98052 this is his phone: 1-646-360-0962 Extension 2315. Their email address: info.microtech432@gmail.com this is the reference number that they gave me: AZ3257

This is my complaint: I bought on line and installed 3 applications called PDF Suite 2015 and PDF Suite 2016 and another PDF Suite 2016 Professional. I installed these 3 applications in my 2 top computers. However they don't allow me to use my PDF Suite 2016 after I pay so much money for that. The first application that I installed was PDF 2015. Then, in this year 2016 obviously, I downloaded and installed PDF Suite 2016 after they gave me this offer on line. They gave me a link to buy it and download it. That was not for free. I paid so much money for these 3 applications. The only application they are allowing me to use now is PDF Suite 2015, the one that I bought on line last year in 2015. However I am having so many difficulties because they are blocking me and causing damage to my computer. In order for me to install the 3 PDF applications, I paid so much money from my credit card online before I installed them obviously. I don't want to lose my money. Also they don't allow me to use my PDF Suite 2016 Professional. I will give you the Product Key Number of these 3 applications:

PDF Suite 2015, Product Key Number: N2KRJ-3AARB-AMSK4-7NKQ4-TE6N9

Upgrade PDF 2016, Product Key Number: 8SDPH-QBSBK-SZK4H-GRPBP-6HGAV

PDF Suite 2016 Professional: W46ND-5DKR8-XDKVB-QUJXP-M2EWJ

These are the product key numbers that they gave me. I don't need more proof of that to prove it. One thing that I want to add is that they don't allowed me to open some files that I downloaded from the internet. They don't allow me to open some public housing applications that I downloaded from the internet. For example, they don't allow me to open an Florence County Housing Authority application from New Jersey that I downloaded because according to them my subscription was expired something that is a lie. They are saying to me that my 2 PDF applications from 2016, the last 2 application that I bought are expired, something that is a lie. I pay so much money for this. Also,

they did not allow me to print and save the receipt in order to steal my money. They are preventing me from printing and opening the documents that I download from the internet. I am fed up of this situation. I need that Microsoft team lives me alone. After I buy an application on line, they do not allow me to use it. They keep causing me damage to my printer driver. They hacked my computer and change my printer driver to the wrong one in order to make it impossible for me to print. I am able to print because every time they do this to me, I am able to fix it because I have my printer driver in a CD Rom. I can fix it using that and troubleshooting a lot. This situation is causing me emotional stress.

I recently canceled my Norton 360 Premier Subscription. This is the antivirus program that was supposed to protect my 2 computers however instead of that they cause damage to my 2 computers intentionally. After I paid so much money for this service. When some of the technicians remote control my computers instead of fixing my 2 computers problems they cause damage to my computers. For example they cause problem to my printer intentionally. Also, they delete some of my personal pictures intentionally. I will give you the case number of some of the technician in order to identify him: Case #: 27654734. I want to remind you that I just cancel my Norton Subscription because they were no giving me any service after I paid so much money. They are discriminating me. This is their address: Symantec Corporation, 350 Ellis Street, Mountain View, CA, USA 94043. This is their email address: support@feedback.satmetrix.com another email: technicalsupport@support01.norton.com another email: alertnorton@gmail.com another email: NortonAccount@Norton.com This is my Norton Premier Edition Product Key: TBDMDGGDT34DW8HKW3PW7WQ8B This is the Product Key Number that they gave me. This is my proof. I don't need nothing else to prove it.

Mr. Mike Smith is the person in charge. This is his phone number: 1-888-483-0832 Extension MS-5421. I need help in order to solve this issue. This complaint is against him too. Mike Smith was the technician who remote control my computer and cause damage to it intentionally, instead of fixing it like he was supposed to did.

The other issue is that I bought an application which is called Office 365 (Home Subscription) however the server do not allow me to use it properly. Let me explain you: When I tried to convert a Microsoft Word Format File in to PDF Format like it supposed to be the system, and the Microsoft server do not allow me to do it like I used to do it at the beginning, I was able to convert a file from Microsoft Word in to PDF Format in order to share it. Now, in order for me to convert a file from Microsoft Format in to PDF Format I have to print the file and then scan it in order to have it or convert it into PDF Format. Now I have to spend so much money just to do that because I have to buy ink cartridges. The black cartridges cost me at least US\$20.00 and the color cartridge cost me at least US\$35.00. The total is US\$55.00 This is unfair. Just because the people from Microsoft do not allow me to convert and file from Microsoft Format to PDF format in order to share it. Since I star having this problem, I am spending so much money in ink cartridges. I had bought 20 in cartridges since I am having this problem. (Cartridges, 10 x \$20 = \$200) (Cartridges 10 x \$35 + 350) \$200 + \$350= \$550 As you can see in my Math, I had spent \$ 550 in ink cartridges since I am having this problem. This is unfair and ridiculous. This is the product Key Number: 4N29V-D94KK-V9RTV-YRPF8-YPW7R Microsoft Office 365 Home Subscription, this is the name of the application that I'm talking about which comes with: Word, Excel, PowerPoint, OneNote, Outlook. This application is a whole package. It includes 5 applications at the same time. I bought this application on line in STAPLES. This is the Order Number: 9743543043 Order Date: 09/03/2016 Item Number: 2239265 Office 365 Home (1 Year Subscription for Windows, 15 Users Product Key) All this information that I am giving you is on the receipt that I am sending you. That was the negotiation or deal that I made with them. Please take a look at the receipt that I am sending you. I paid US\$106.24 including taxes

for that application on line on my computer. It was delivered to me by UPS on September 07, 2016. This is the tracking number: 1Z2W9W130382554652 This application package is good but just because the technician that work for Microsoft and the server did not allow me to use it the way is supposed to be. They are blocking me and causing damage to my computers and my cell phone intentionally. I have a cell phone Droid DNA from Verizon. My phone is being block and hack and intervene. I am having so much difficulties with my phone and all my devices. According to rumors I heard, the Federal Bureau of Investigation (FBI) is behind all this. According to rumors I heart the FBI is intervening my cell phone and my computers and causing damage to them. Everything looks like is true. I have to report that too. This complaint is against Verizon too because they are not helping me. The last thing they are doing to me is that they are turning m



---

[Ticket: # 1408137 - internet protection act](#)

**Date:** 1/20/2017 5:00:14 PM

**City/State/Zip:** Simi Valley, California 93065

**Company Complaining About:** I Would Not Like To Submit My Company Name For My Own Privacy

---

## **Description**

I do not see a link or anything that can forward us to the specifics of this act that will show the specifics to what the kids can and can not look up other than "The protection measures must block or filter Internet access to pictures that are: (a) obscene; (b) child pornography; or (c) harmful to minors" if there is a way to get the specifics I would like to be emailed them.

---

**Ticket: # 1408594 - Illegal Hyjacking my website domain name! Jan 20/17**

**Date:** 1/20/2017 8:49:09 PM

**City/State/Zip:** Vancouver British Columbia Canada ( No Canadian Option Below), Alaska 20850

**Company Complaining About:** Www.bluehost.com

---

## Description

Hi staff I have paid for domain name registration paid in full to www.bluehost.com with receipt of full payment to July 3/17 Yet they have illegally and unnecessarily blocked access to my website on internet since Jan 11/17. There is no reason for this in any way see receipt here for my website

(b) (6)

sincerely (b) (6)

3-Jul-2016 17:00:33 PDT | Transaction ID: 38X95198UM3421240

Hello (b) (6),

You authorized a payment of \$15.99 USD to Bluehost.com (paypal@bluehost.com)

Your funds will be transferred when the merchant processes your payment. Any money in your PayPal account at that time will be used before any other payment source.

Thanks for using PayPal. To see the full transaction details, log in to your PayPal account.

Merchant:

Bluehost.com

paypal@bluehost.com

Instructions to merchant:

You haven't entered any instructions.

-----  
Purchase Details  
-----

Description: Hosting and Domain Product Renewals

Unit price: \$15.99 USD

Qty: 1

Amount: \$15.99 USD

Subtotal: \$15.99 USD

Total: \$15.99 USD

Payment: \$15.99 USD

Payment sent to: paypal@bluehost.com

Invoice ID: 28125325



---

**Ticket: # 1408834 - Directed Energy Radio Frequency Acoustic Weaponry -**

**Date:** 1/21/2017 3:24:00 AM

**City/State/Zip:** Pacific Grove, California 93950

**Company Complaining About:** AT&T

---

## **Description**

I am a law abiding resident of Pacific Grove, CA - and for the past several months, and prior to that, I am being physically harassed by a biological-technological weapon in the form of a Directed Energy Radio Frequency Acoustic Weapon - by harnessing Directional Ultrasound, there are residents in Pacific Grove, CA who are placing Emitter Systems upon their Property and Triangulating these Directed Energy Acoustic Weapons to BLAST INFRASONIC FREQUENCIES through their Directional Ultrasound Weaponry - in order to cause what is known as a Vibro-Acoustic Sonic/Infrasonic Resonance that continues to blast throughout my private living space.

This is being done to HARASS me out of the neighborhood by recruited members of a Domestic Terrorist Organization, who have been provided criminal access to United States Department of Defense Directed Energy Weapons to field test for them, while blasting and invading my solitude with constant Noise.

Since local law enforcement has refused to do anything about this continued community based terrorist harassment, I am asking the FCC to become involved in a criminal investigation, since these directed energy, radio frequencies are being harnessed for the purpose of anti-personnel weaponry, and being fired indiscriminately at my private home.

I have been documenting both cyber harassment i.e. electronic warfare, computer network exploitation, and computer network attacks, all the way to anti-personnel directed energy acoustic weaponry through vibroacoustic resonance which I have been able to record, as the blasting is so violent by this domestic terrorist organization, that it literally shakes my entire home with infrasonic vibroacoustic resonance.

AT &T appears to be the service provider for the residential locations where these wireless directed energy acoustic weapons emitter systems are located, as such they are providing the wifi remote access to these biological-technological weapons of mass destruction.

Here is my You Tube Channel and Google + Account as I have been documenting the aggravated assaults by this State sponsored Domestic Terrorist Organization.

(b) (6)

Click "About" and it will outline what I have been documenting for several years, and long before the Snowden Leaks - This is pure and concentrated STATE SPONSORED TERRORISM -

(b) (6)

---

[Ticket: # 1409006 - Hacker location](#)

**Date:** 1/21/2017 12:29:58 PM

**City/State/Zip:** Albuquerque, New Mexico 87108

**Company Complaining About:** Accessing Open Xfinity Hotspot And Providing My Own Security

---

## **Description**

There is a hacker living and operating at 1200 Madeira Dr. SE Apt. 212. I have previously filed a successful case against Comcast. So said the email to me from you. I have a degree, w/honors in Computers, so I recognize the behavior and the sounds emanating from the place.

---

**Ticket: # 1410262 - Internet outages**

**Date:** 1/22/2017 6:37:10 PM

**City/State/Zip:** Vallejo, California 94591

**Company Complaining About:** AT&T

---

## **Description**

My internet goes out on a regular basis. Att tried to get me to switch out the base station again without telling me I would be renting this one. I own the one I'm using. This would of raised my internet costs by \$12 a month. I sent it back. I've been through this before. I canceled the TV because Att could not get it to my house. I installed Direct TV (before Att bought it) and the wiring in my home was well done. Att techs did an excellent job. After I canceled Uverse TV the techs sat in front of my house for two weeks, creepy. The problem is not in the house. It's not the basestation. It is the exterior wiring. It was going out when it rains. It's been pretty wet and I filed a complaint with you. It started working fairly well but now it goes out on Sundays. I don't understand that. It's not the equipment inside my home. It is outside the house and this was documented years ago by Att. Att offers product that the lines in this area can't handle. I've attached screenshots from the 15th showing my lack of access. I have screenshots from similar days on different dates. They want to charge me more money for something they refuse to fix. They know what the problem is. Their techs told me the outside line needs replacing. This has never been done. I'm tired of this game. It happens during rain so it appears to be water related. We've suddenly been getting a lot of rain so it's become an issue. They never contacted me from the last complaint I wrote to the FCC.

---

**Ticket: # 1410308 - Intentional disruption in services**

**Date:** 1/22/2017 8:06:24 PM

**City/State/Zip:** Hyattsville, Maryland 20782

**Company Complaining About:** Comcast

---

## **Description**

Comcast is engaging in retaliatory against the consumer for filing complaint with the FCC. For over (90) days I had a total interruption with my internet services, continued connectivity issues, service going in and out minute to minutes and sometime no service at all, and when services are provided internet speed slowed down even broadband moves faster.

I filed several complaint against Comcast and within days of filing my internet services are slowed down, experiencing connectivity issues. Comcast have come out several times and claimed they fixed the issues but have continued and get worst each time I filed a complaint.

---

**Ticket: # 1410627 - Purposely decreasing speeds**

**Date:** 1/23/2017 9:05:53 AM

**City/State/Zip:** Peck, Michigan 48466

**Company Complaining About:** Speedconnect

---

## **Description**

Our provider Speedconnect has been decreasing our speeds after a certain amount of data to the point where the services aren't able to be used. Last night the limit was reached once again and we did not use the service as much as they said we did. We do run a secure service with encrypted password. Speedconnect has been advised that I do not understand their "protocol data use". I have a family of 6 in the house so using data is going to happen. I asked to try to compromise to raise this limit and they will not budge from it. If I am payin for unlimited use I expect to be able to have unlimited use. If they decrease speeds beyond the ability to use the internet that is no longer an unlimited data plan. I would appreciate that Speedconnect be looked into and advised that this is not right for their customers. Thank you



---

[Ticket: # 1410732 - Computer blocked;](#)

**Date:** 1/23/2017 10:43:53 AM

**City/State/Zip:** Glencoe, Oklahoma 74032

**Company Complaining About:** AT&T

---

## **Description**

My pc down. Man called, said could help. Without permission got on my pc. Wanted me to spend \$ s in protection. Now he has blocked my pc. No. He has given to call him is 844-582-0445.

---

**Ticket: # 1410772 - no service/overchrge**

**Date:** 1/23/2017 11:10:16 AM

**City/State/Zip:** Dayton, Ohio 45420

**Company Complaining About:** T Mobile

---

### **Description**

IHAVE USED T-MOBILE INTERNET SERVICE FOR SEVERAL YEARS , AND BUY MY PREPAID CARDS AT WAL-MART OR KROGERS, ON DEC 10 2016 I PURCHASE MY NEW 30 DAY CARD FFOR \$30 @ WAL-MART AN MY NEW COMPUTER WAS DELIVERED AN ON 12 /27/2016 I ACTIVATED THE CARD, AN ON 12/25/2016 MY CARD EXPIRED/CLAIMED MY NEW COMPUTER AN DOWNLOADS USED UP ALL Y USAGE! THE CMPUTER MFG STAED THATS IMPOSSIBLE AN CALLED ATHEM ABOUT ACTUAL PERSONAL USAGE FROM MY HARD DRIVE! VISITED THE LOCAL OFFICE, WROTE THEM AAN E-MAILED AN NO RELIEF OR REFUND HAVE A NEW ISP, SINCE 12/28/ 2016

---

**Ticket: # 1412646 - combined internet and tv services billing**

**Date:** 1/23/2017 11:45:32 PM

**City/State/Zip:** Olathe, Kansas 66061

**Company Complaining About:** Googlefiber

---

## **Description**

I updated my checking account information to make a past due payment of \$177.22 on 1/20/17 with Googlefiber for a past due balance. Their system automatically deducted an additional \$177.22 that was not authorized. I was told by one of their chat agents, Mariela, and subsequent supervisor, Keagan, that their billing system is completely automated and no refunds are possible. They take their due whenever they can deduct it from an account. There are no possible provisions for making payment arrangements. I find this hard to believe. No other internet/tv service provide I have ever used took their money in such an automated fashion. Furthermore, their service outside of live TV is not provided as advertised. Streaming Hulu programming through their device is constantly and frequently halting, with black screens and restarts of the program and the box. Self-troubleshooting suggested does not solve the program interference experienced. Only onsite tech support is available, no remote hardware testing. No service credit. I have had prior experience with AT&T Uverse, Comcast and Time Warner. None provided such lackluster customer service and technical response to troubleshooting needs.

---

**Ticket: # 1412735 - Re: internet**

**Date:** 1/24/2017 4:04:40 AM

**City/State/Zip:** St Marys, Alaska 99658-0171

**Company Complaining About:** Gci.com

---

## **Description**

This is a follow-up to your previous request #1111311 "internet"

---

**Ticket: # 1413233 - XFINITY INTERFERENCE**

**Date:** 1/24/2017 11:56:51 AM

**City/State/Zip:** Accokeek, Maryland 20607

**Company Complaining About:** Comcast

---

## **Description**

I have received interference with my Verizon email and internet services from xfinity for two weeks. My wifi is serviced by Verizon but Xfinity, not a provider, requires me to disable its connection to access my email and internet. I have disconnected the service but it refuses to permanently disconnect. I have not had this problem with other wifi hotspots. I simply disconnect after leaving the hotspot without trouble. I telephoned Xfinity and they told me to call my provider. I telephoned Verizon and they were successful in removing xfinity from my cell phone but did not succeed with the tablet. They told me to call Dell. Dell wanted to charge me \$95.00 for service, more than the purchase price of a new tablet. I would like to have xfinity permanently removed from my tablet. Thank you.

---

**Ticket: # 1413360 - Loss of email service.**

**Date:** 1/24/2017 12:29:19 PM

**City/State/Zip:** Battle Lake, Minnesota 56515

**Company Complaining About:** Bradco-wisp, Inc.

---

## **Description**

Bradco-wisp, Inc. is our wireless email/internet provider. We have subscribed with the company for 9 years. We were disappointed with its service approximately 2 years ago when they had some type of technical difficulties over the period of about 45 days. Most recently we have been without email service since January 13 and we depend heavily upon email for communicating our health and other affairs. We attempt to reach the company's two phone lines and get busy signals or a standard recording to call later. As paid subscribers we expect a recording to inform us of any problems or even better a phone call. There are rumors which we do not know whether have any truth. If they do not want our business or have ceased doing business, we should be advised. The company is headquartered in Fergus Falls MN. Is there some way that we can reach them through the licensing authority?

---

**Ticket: # 1413461 - COMPUTER HACKERS SPREADING SERIOUS VIRUS**

**Date:** 1/24/2017 12:54:52 PM

**City/State/Zip:** Bloomfield Hills, Michigan 48302

**Company Complaining About:** Comcast

---

**Description**

A very serious virus is being spread by criminals trying to destroy and disrupt and steal information. The screen turns red, alarms sound and all ability to use the computer stops.

The red screen will show fake options offering support. DO NOT CLICK ON ANYTHING AT THIS POINT!!! DO NOT DIAL THE FAKE NUMBER WHICH IS LISTED AND CLAIMING TO BE A SUPPORT LINE BEING OFFERED BY MICROSOFT IT IS AN 866 NUMBER.

THIS IS THE PHONE NUMBER FOR THE CRIMINAL HACKERS. IT DOES NOT RING.

THIS WILL ALLOW THEM TO CAPTURE YOUR PERSONAL PHONE NUMBER THEN CALL YOU BACK. (THIS PERSON IS A MALE, WHOM HAS BEEN TRYING THIS NUMEROUS TIMES. SPEAKS WITH A

STRONG EAST INDIAN ACCENT) INSISTING ON HELPING TO SOLVE THE PROBLEM.

THIS IS THE THIRD OR FORTH TIME I HAVE HEARD FROM THIS PERSON AND THE FIRST TIME IT HAS SUCCESSFULLY INTERRUPTED THE USE OF MY COMPUTER.

I HAVE MICROSOFT DEFENSE WHICH IS WORKING WELL.

I NEVER GIVE THIS PERSON ANY INFORMATION HE HAS BECOME VALGER USING PROFAINE LANGAUGE.

THE NUMBER FROM WHICH HE CALLS IS 571 367 3089. NEW NUMBER GUESS HE HAD TO CHANGE FROM THE OLD ONE!!

I will be reporting this to the FCC as well as The Microsoft Co. and all places that I feel it will serve to protect.

---

[Ticket: # 1413848 - ATT lack of service. Internet not working](#)

**Date:** 1/24/2017 2:25:59 PM

**City/State/Zip:** Reseda, California 91335

**Company Complaining About:** AT&T

---

### **Description**

On 1,24,2017 at 10:18 AM, we discontinued ATT internet after four monthe of lack of internet at our center. We find it reasonable for ATT to refund us for the months that the service was disrupted. Their own tech advised us to seek a different company. We request a refund for three months.



---

[Ticket: # 1414568 - Business internet unreliable, not granted waiver to get out of contract](#)

**Date:** 1/24/2017 5:23:59 PM

**City/State/Zip:** Homestead, Florida 33033

**Company Complaining About:** Comcast

---

## **Description**

I have has service for approximately 10 months. During this time, I have had countless service disruptions (estimated at 50 or more) which is impacting my business. Called customer service to cancel and get out of contract and was denied. I was told that I only made 1 single call to Comcast for support and that my internet has not suffered ANY service outages. I asked to research the number of calls/complaints and all of their records are missing. I'm not looking for any money back, only to get out of my contract so I can move on to a more reliable service.

---

**Ticket: # 1414791 - Continuous Internet interruption****Date:** 1/24/2017 6:32:18 PM**City/State/Zip:** Tucson, Arizona 85715**Company Complaining About:** MetroPCS

---

**Description**

For the last 3 mos. My Internet service has been interrupted at home mostly . It happens on pulsating intervals where it will work for 10 seconds and freeze for 6 seconds then a tag will pop up the whole time its frozen that says connecting to Internet or reconnecting to the name of whatever website I'm on. But I've notice if I'm playing a game like walking war robots which is a live interaction game. And it says reconnecting two robot wars. Now when this issue happens I have to ask how can it say I'm not connected when although my interaction character is Frozen I could still see all the other interactive characters in the background moving and destroying my character. Mine seems to be the only one that does freeze. And I have never encountered another one while playing the game that freezes. I called my carrier with my problem and for three months it still persist. I have tried pretty much everything. I have changed towers from MetroPCS Tower to a T-Mobile tower back to a MetroPCS Tower. I have changed tickets 3 times I have gone through four different devices and upgraded my account twice all of which was at their request . It didn't help. All it did was make the money pit larger and the frustration astronomical. I've been to 7 different stores. Including the one store with a phone I bought there was only two days old. The girl tried to Swindle me and say that she could only give me 50% of the phone value back off on another new phone all because I upgraded my contract she wants to penalize me for it and it was at the request. although there is a 30-day in-store warranty and a one-year manufacturer's warranty. All of the stores told me that where I live is in a purple Zone which is I guess by their standards a highly communicative Zone it's supposed to be very good. Although I've been with Metro almost a year I didn't have this problem prior to the last 3 months. I also do a lot of my work on the internet I buy,sell and repair used appliances, to supplement my income and I'm also a stage four cancer patient. The extra stress in my life has been too much. I've never filed a complaint against anyone or any business before and I really didn't want to. I need help figuring out why this is happening because it doesn't seem logical to move. It's not an option but if I'm paying for a service shouldn't I receive that service uninterrupted. I would like to thank you for any assistance you can provide.

---

**Ticket: # 1415144 - won't lower my bill by reducing services to internet only and refused to stop billing me/cancel services while I have outstanding balance**

**Date:** 1/24/2017 9:43:23 PM

**City/State/Zip:** Chicago, Illinois 60625

**Company Complaining About:** Comcast

---

## **Description**

Will not reduce my bill for cancelling TV and having internet only. Also, I do not want to be billed for TV any longer and was told I cannot downgrade services if I have outstanding bill. So since I can't afford their services, I have to continue being billed for services and incur further debt because I already owe them.- Vanessa and Ian Comcast reps 1/24/17

Also refused to send me that in writing or to my email.

Also, slow down and impede service when I'm past due even though I'm paying late fees and still a customer.

---

**Ticket: # 1415397 - Scam artists**

**Date:** 1/25/2017 2:09:16 AM

**City/State/Zip:** Redlands, California 92374-2672

**Company Complaining About:** Frontier Communications

---

## **Description**

I got a phone call last week from someone who claimed my antivirus protection was not working right. They said the money I paid would be refunded plus \$50 from Microsoft. I said I didn't want the money but they said if I didn't take it Microsoft would lock my computer and render it useless. I hung up on them and they locked up my computer. I contacted Microsoft and they said it was a hoax but they couldn't unlock my computer even after several hours of trying to fix it. They told me to make an appointment with a Microsoft store so they could fix the problem. The scam artists phone # is 547-826-3348. They are constantly calling me to the point of harrassment. Please help me.

---

**Ticket: # 1415488 - 5 years of chronic, inadequate internet services**

**Date:** 1/25/2017 9:47:47 AM

**City/State/Zip:** Boynton Beach, Florida 33472

**Company Complaining About:** Comcast

---

## **Description**

We built our house brand new, moving in in Nov. of 2011. Everything was brand new. The only provider in our neighborhood for internet service is and has always been Comcast. Our internet has NEVER worked properly. They told me I needed to pay for a faster speed so I upgraded - TWICE! They have replaced the outside line at least twice, maybe three times; the same with the interior line. We have never, ever gotten the speeds we've been paying for and throughout the day I'm constantly getting disconnected. Since a majority of my work is from home, this is a HUGE problem. As of right now, they have replaced the outside line for the third time and it is laying on top of the grass in the backyard just waiting to be tripped over. Comcast doesn't bury it; they hire outside subs to do that, I'm told. The last tech that was here said it is clearly a problem with the main line and he was putting a work order with maintenance. I have also been told this before. I suspect this would be an expensive endeavor for Comcast since it's never been fixed.

At this point, not only do I want my services fixed properly, but I think they owe me money back for years of inadequate service.

Please note: Comcast is the ONLY hard wired provider for our neighborhood! This is a small development of only 42 lots and nobody else wants to spend the money to bring their lines out here. Comcast chose to be out here; therefore, they should provide working-all-the-time, in the most efficient manner services to everyone in this community! It is incredibly unfair that they could cancel me for nonpayment, but I have no recourse on my side of the equation.

PLEASE HELP!!

---

**Ticket: # 1416048 - Paltalk, Nintendo, Century Link, Direct TV, Android, I have been having suspicious problems with all five.**

**Date:** 1/25/2017 1:01:53 PM

**City/State/Zip:** Goldendale, Washington 98620

**Company Complaining About:** Paltalk

---

## **Description**

Paltalk server keeps knocking me out of Yahoo Politics Chat Room, I have been up to date on my version of Paltalk so there's something suspicious about that. Another problem I have been having is that my Nintendo Wii U keeps losing Bluetooth connection between the game pad and the game system as well with my WIFI to my home network "CenturyLink" router.

As I have advised you before I'm using "Renting" a CenturyLink DSL/WIFI router, I have been using it for around one year and three months. My home network consist of that router, my HP Notebook with my secondary flat screen, my 5.5 inch Huawei Raven LTE phone which I use as my home skype phone. I'm not using my android cloud stick anymore that was connected to my home TV. I stopped using that because it got corrupted.

I'm still using my 5 inch 3rd generation Moto G U.S. Cellular phone threw there 4G network for texting, calls and data. I'm not using WIFI on it and Bluetooth is disabled as well. For some reason I haven't been able to rent pay per view movies on Direct TV since last summer, I contacted them and they told me they fixed that but I still cant rent for some reason so will have to contact them again later.

---

**Ticket: # 1417392 - Centurylink continuously drops service**

**Date:** 1/25/2017 6:43:51 PM

**City/State/Zip:** Olive Branch, Mississippi 38654

**Company Complaining About:** Centurylink

---

## **Description**

There is a switch up the road from the house that is constantly needing work. Most especially after raining but not exclusive because today we are out of service with total sunshine. Multiple calls get made to centurylink before anything is done to repair the service. We are forced to go days without a service we are being charged for. They bill us for 3mbps but on a good day the best we can get is 1.5mbps. We have tried to get other providers but are told that Centurylink has the area locked in for service. If Centurylink should not be able to lock an area out of better services if they won't provide the minimum service they are raping customers for.

---

[Ticket: # 1417599 - Censoring of media and relationships on facebook](#)

**Date:** 1/25/2017 8:37:03 PM

**City/State/Zip:** South Haven, Kansas 67140

**Company Complaining About:** Us Cellular

---

## **Description**

The operators of facebook are engaged in censorship of people of conservative groups or republicans. They block people from accessing pages and blogs of other people and groups as harassment. People are attacked by other groups of liberals and or Muslims and if you defend yourself, you are blocked or censored.



---

[Ticket: # 1417839 - Charter Spectrum](#)

**Date:** 1/26/2017 12:12:16 AM

**City/State/Zip:** Ceres, California 95307

**Company Complaining About:** Charter

---

## **Description**

I am an infosec student, and know my ISPs. Charter spectrum is falsly blaming its lack of competence on end users. Forcing pointless visits from technicians to upsell their products in order to "fix" your internet problems. Turning services off at non peak times, and possibly throttling.

---

[Ticket: # 1417989 - Internet connectivity](#)

**Date:** 1/26/2017 8:31:58 AM

**City/State/Zip:** Benton, Pennsylvania 17815

**Company Complaining About:** Frontier Communications

---

## **Description**

My internet connection resets and kicks everything offline multiple times per week. The speed is also inconsistent regardless of how many devices are running.

---

**Ticket: # 1418147 - Verizon- Consistent Internet Intermittent Interruptions**

**Date:** 1/26/2017 10:54:48 AM

**City/State/Zip:** Galloway, New Jersey 08205

**Company Complaining About:** Verizon

---

### **Description**

Prior Complaint with Verizon: IC #:1134373

Continuous Consistent Internet Intermittent Interruptions

---

[Ticket: # 1418561 - PayPal Blocking service to IP addresses](#)

**Date:** 1/26/2017 1:10:34 PM

**City/State/Zip:** Orlando, Florida 32825

**Company Complaining About:** Paypal

---

## **Description**

Paypal started blocking service to those on VPNs. Ironically, VPNs are an essential part to using their service safely and many people stay on VPNs all the time for general internet security.

---

[Ticket: # 1418884 - Blocking ACLU](#)

**Date:** 1/26/2017 2:46:18 PM

**City/State/Zip:** Yo Mom, American Samoa 90666

**Company Complaining About:** Centurylink

---

### **Description**

For my college research project I was using aclu and then you blocked it !!!!!!!!!!!!!!!

---

[Ticket: # 1421002 - Internet/home phone always down](#)

**Date:** 1/27/2017 1:40:15 PM

**City/State/Zip:** New York, New York 10027

**Company Complaining About:** Time Warner

---

### **Description**

Charter spectrum has been shutting off my phone and internet services. Since they have aquired Time warner cable I have had one my service off or down more times than I can count on my digits. I have spoken to a customer representative on countless occasions and still I have this problem. Spectrum has offered nothing in return for the stress they are causing me.

---

**Ticket: # 1421252 - Century link**

**Date:** 1/27/2017 2:37:53 PM

**City/State/Zip:** Yacolt, Washington 98675

**Company Complaining About:** Centurylink

---

## **Description**

I live in Yacolt Washington and pay \$53 a month for Internet service. At least four times a month the Internet goes out for hours upon hours at a time. Not only do I lose my Internet but everybody in the area including the businesses. This is a breach of contract, and I huge inconvenience! If there is anything that can be done, the citizens of Yacolt Washington would greatly appreciate it! This is the only company that offers affordable Internet in our area.

---

**Ticket: # 1422361 - Net zero cut my Dsl Internet service for January 2017**

**Date:** 1/27/2017 10:19:12 PM

**City/State/Zip:** Los Angeles, California 90003

**Company Complaining About:** Net Zero

---

## **Description**

From August to December 2016 my Internet service was interrupted where I did not have Dsl Internet access. I sent Net zero customer service there emails requesting a partial refund for lack of service this month. Net zero ignored my request so I contacted my capital one credit card company to disputes the half payments from August to December that Net zero charged my credit card. I paid the January 10, 2017 Net zero Internet charge for this month (27.90 dollars) . Net zero cancelled my Internet service. Yesterday I call Net zero billing department to speak to Crystal about my account. Crystal stated you owe money on your account , it was cancelled because I filed a dispute with my credit card company. I informed crystal that my service was interrupted, they charged my credit card but failed to provide me the service I paid for. Crystal got angry , stated I should have called customer service to help. I told crystal it was hard for me to do that because their nine am to nine pm eastern time was difficult for me to call after work . I asked crystal to allow me to speak to a supervisor, she refused and told me to call back at nine am. I paid for a service to stole from me. They me in an email that I would have to call to cancel my account. I did not do that but they cancelled it because I filed a dispute.



---

**Ticket: # 1422571 - Internet Disruption**

**Date:** 1/28/2017 10:51:15 AM

**City/State/Zip:** Waleska, Georgia 30183

**Company Complaining About:** Frontier Communications

---

## **Description**

I am a Frontier Communications customer in north central/western Georgia. We experience frequent disconnects and internet service disruption. This occurs most frequently during times of congestion, such as Friday, Saturday, and Sunday evenings but also occurs during other times.

This is an ongoing issue and I have made complaint to the ISP, all to no avail. If anything, the disruptions are more frequent and longer-lasting. I am always told that it is a "line problem" when it is absolutely clear that it is not a line problem but rather congestion. It is predictable and consistent. Frontier is charging for service that is not being delivered.

---

**Ticket: # 1422655 - Unreliable/unfixable**

**Date:** 1/28/2017 12:25:58 PM

**City/State/Zip:** Brownsville, Texas 78526

**Company Complaining About:** Time Warner

---

### **Description**

Have attempted to have issues resolved for months. Issue is never resolved no matter what the technicians they send out do. On top of that, there was an overcharge on our bill that was fixed, but the next month they wanted the entirety of the previous erroneous bill, and would not accept no as an answer. Our televisions are also unable to make use of their on demand services

---

**Ticket: # 1422946 - Intermittent Availability Issues**

**Date:** 1/28/2017 4:21:42 PM

**City/State/Zip:** Mt Zion, Illinois 62549

**Company Complaining About:** Comcast

---

**Description**

(b) (6) [REDACTED], Mt Zion, IL - Intermittent availability issues, interference with TV & operation of remote garage door opener; occurs more frequently on weekends; similar to interference from high frequency radio operation in area

---

[Ticket: # 1423017 - unwarranted censorship of comments](#)

**Date:** 1/28/2017 5:48:10 PM

**City/State/Zip:** Phoenix, Arizona 85067

**Company Complaining About:** Yahoo.com

---

## **Description**

yahoo is committing unwarranted censorship of comments made- in violation of first amendment civil rights

---

**Ticket: # 1423029 - hacked**

**Date:** 1/28/2017 6:02:11 PM

**City/State/Zip:** Canon City, Colorado 81212

**Company Complaining About:** Charter

---

## **Description**

while trying to get to facebook a page came up saying my computer was locked and someone was trying to hack into my server. I called the # and guy said he was Microsoft technician and to let him get onto my computer. I stupidly let him and then he told me it was going to cost \$200. THIS is a business computer and I am not authorized to spend that kind of money. I shut off computer and when it came back up there was a naked woman pic sent to my desktop. This is a business where children come to learn!!! The tech had sent a link to my computer called fuckbook.com. The ph # for these idiots is 844--788-1973. Can you please help me?????

---

**Ticket: # 1423053 - more DDOS Hawaiian Telcom-twice today**

**Date:** 1/28/2017 6:32:39 PM

**City/State/Zip:** Kapaau, Hawaii 86755

**Company Complaining About:** Hawaiian Telcom

---

## **Description**

540am int access blocked by suspected hackers, HITel said "no way to catch them" ...no service, 11am service back, then blocked again after 4 minutes-told them suspect fire chief sexual predator who has continued to harass me via his IT specialist cohort ---reported to FBI BUT NOTHING IS BEING DONE TO PROTECT LEGAL CONSUMERS WHO OBEY LAWS and DO NOTHING WRONG--seems as though hackers attack for reporting them to authorities!!!!!!!!!!!!!!!!!!!! THESE CRIMINALS NEED TO BE IN PRISON!!!

WHAT THE HELL DOES THIS SAY FOR "ECONOMIC SECURITY" and the FAITH AMERICANS/CONSUMERS are LOSING IN BUYING ANYTHING?!!!!

The destruction and attacks on landlines/blocked access to my elderly mother on mainland is ALSO A SERIOUS ISSUE, where she was targeted and victimized and POLICE ARE DONG NOTHING TO STOP ATTACKS AGAINST INNOCENT AND VULNERABLE CITIZENS!!!!

BRING BACK FAITH IN OUR COUNTRY BY LOCKING UP CRIMINAL SCUM and CEOs who DO NOTHING TO SUPPORT FAITH IN OUR SYSTEM!!!!

THIS FAILURE TO CONTAIN CRIMINALS is DESTROYING OUR COUNTRY!

THIS HAS CONTINUED TO DISRUPT MY LIFE AND CAUSE SERIOUS HARM FOR OVER 2+ years!!!! I can no longer conduct research on the level BEFORE these criminals were given the green light to ATTACK INNOCENT VICTIMS!!! Yahoo is also NOT DOING ANYTHING to BLOCK HACKERS on Yahoo when they kick them out of comment rooms, and I was NOT EVEN ON YAHOO TODAY!!!!

---

[Ticket: # 1423081 - DDoS attacks](#)

**Date:** 1/28/2017 7:10:09 PM

**City/State/Zip:** Denver, Colorado 80231

**Company Complaining About:** Centurylink

---

## **Description**

I have been getting my internet hit offline (DDoS'd) via Xbox Live by a user with the gamertag "Blues". I know for a fact he is the one responsible as he has been doing this for weeks to countless other players. Please look into this.

---

[Ticket: # 1423439 - Not getting service I pay for](#)

**Date:** 1/29/2017 2:01:03 PM

**City/State/Zip:** Mount Joy, Pennsylvania 17552

**Company Complaining About:** Comcast

---

### **Description**

I pay for up to 100Mps Internet from xfinity. My average speed is between 25 and 30Mps, due to sign



---

**Ticket: # 1423459 - COMCAST complaint**

**Date:** 1/29/2017 2:19:41 PM

**City/State/Zip:** Owings Mills, Maryland 21117

**Company Complaining About:** Comcast

---

**Description**

Bandwith/Wifi-Denial of Service (DOS) attack(s) and service path issues:

Route

- #1: 4.1 ms

IP Address: 197.213.137.1

- #2: 10.2 ms

IP Address: 96.120.104.13

- #3: 10.0 ms

IP Address: 162.151.75.41

- #4: 10.8 ms

IP Address: 68.85.115.17

Hostname: ae-21-0-ar01.whitemarsh.md.bad.comcast.net

- #5: 11.7 ms

IP Address: 4.68.71.113

Hostname: lag-5.bear1.baltimore1.level3.net

- #6: N/A

- #7: 19.4 ms

IP Address: 4.2.2.4

Hostname: (b) (6)

---

**Ticket: # 1423538 - Internet Scam-1-646-543-1971 and +1-785-432-546 it says Russia**

**Date:** 1/29/2017 3:54:02 PM

**City/State/Zip:** Salem, Virginia 24153

**Company Complaining About:** Verizon Wireless

---

## **Description**

6 months ago after coming home from vacation(I always have my computer off when not using it)I noticed a red mark on my Malware

on my computer and it seemed locked up. I pressed the Malware and these people came on and they said they were servicing my computer. They were hostile and said I needed to give them control of my computer so they could fix it. After a few hours they said, all was OK, and I needed to pay them \$149. Which I was going to do except,

another guy came on and said it would be \$199. Instead. This would be for a 2 year service contract! The phone number they operated under at that time was 1-866-585-6280 contact person Robert Robinson. After having spoken to these people I closed my on-line banking! I didn't feel good about them.

On Saturday, Jan1, these people called to inform me that they needed to refund my money because their 2 year contract was expiring and the were moving to Australia! They said they needed to get access to my computer to refund my money. They told me to click on a bunch of things which I did.

They then said to go to my bank account so they could Stream the money to my account. I told them "no" that they could credit my credit card with which I paid them. They said they didn't do business that way! I argued with the guy and said I did not trust him! He said since I was so ugly about it, he would just lock up my computer! He did in fact do that and informed me that I could now throw my computer out because no-one would be able to get into it. They even calling the police would do no good. On Sunday, I called them back and said they could keep my money, but they needed to give me access to my computer. They said they would

call me on Monday. On Monday I notified my bank and my credit cards.

The phone # they had showed up as 1-646-543-1971 and their other #

Showed up as +1-785-432-546 and under that on my cell it came up Russia.

I could hear these people working in a room telling many people what they told me. I was simply afraid of these people so I blocked

Them access to my cell phone.

I was able to go to a computer expert and he took the entire computer apart and said these people even got into the hard drive.

I have not tried to turn my computer on yet until I secure a company who can service my account!

Respectfully,

(b) (6)

---

[Ticket: # 1423756 - cancellation by mistake](#)

**Date:** 1/29/2017 9:18:37 PM

**City/State/Zip:** Whitehall, Pennsylvania 18052

**Company Complaining About:** Verizon

---

## **Description**

Verizon cancel my service because some one made mistake so far ll was told it would take 10 hours to fix. this after twelve years of service

---

[Ticket: # 1423897 - Poor internet service](#)

**Date:** 1/30/2017 1:56:21 AM

**City/State/Zip:** Yacolt, Washington 98675

**Company Complaining About:** Centurylink

---

## **Description**

Internet only works a few times a week even then it's spotty. Have called got new modem had service men out same issues still arise.

---

**Ticket: # 1423908 - internet communication interference**

**Date:** 1/30/2017 2:30:10 AM

**City/State/Zip:** Baltimore, Maryland 21223

**Company Complaining About:** Comcast

---

## **Description**

A financial data case #1462041217158117 was given to me via facebook support. My account is with A Girl's Comfort business page. Facebook social media company is trying to handle this situation. However, the time frame is past three months. I do not know of many information technology security companies but Red Canary located in Delaware. I'm a maryland resident. The complaint information will be forwarded to baltimore maryland police , cyber security division.

Sincerely

Ms. (b) (6)

---

**Ticket: # 1424913 - Comcast**

**Date:** 1/30/2017 2:38:18 PM

**City/State/Zip:** Wood Dale, Illinois 60191

**Company Complaining About:** Comcast

---

**Description**

Bad reception over charging poor customer service

---

[Ticket: # 1426099 - cable provider hacked my internet broser](#)

**Date:** 1/30/2017 9:23:06 PM

**City/State/Zip:** Mansfield Center, Connecticut 06250

**Company Complaining About:** Charter

---

## **Description**

I installed a new modem sent to me by my internet provider ,spectrum (charter cable) , after spending a little time hooking it up , I got it working.I got online, then 4-5 hours later, when I went to access the internet again, charter cable took control of my browser and asked me to accept a license agreement, which I did . I then got stuck in an endless loop back to the license agreement. It took me 2 hours to resolve the problem with their tech support. They should not be able to control my browser. If they need to communicate with me they can send an e-mail. they send me a bill like clock work.

---

[Ticket: # 1426107 - Internet complain](#)

**Date:** 1/30/2017 9:28:12 PM

**City/State/Zip:** Shickshinny, Pennsylvania 18655

**Company Complaining About:** Frontier Communications

---

**Description**

Paying for internet with frontier communications and it does not work



---

**Ticket: # 1426332 - Internet issue and not being resolved Winstream**

**Date:** 1/31/2017 4:22:24 AM

**City/State/Zip:** Ludowici, Georgia 31316

**Company Complaining About:** Windstream Communications

---

## **Description**

The last few weeks my Internet service have went out. I have cotacted windstream on this issue and was told it will be resolved. I have talked to Six people and each tell me they do not know why my Internet shut off but it is something with their servers. I have been without Internet for over a week. As of today the issue is not resolved and I am told again it will take up to 48 hours they have other customers. This upsetting and show they care nothing about paying customers. There is no other Internet providers in the area I live and it make me feel since they are a where of this they do not care and put my issue on the back burner.

---

[Ticket: # 1426436 - Verizon MIFI Jet pack being blocked](#)

**Date:** 1/31/2017 9:21:10 AM

**City/State/Zip:** Plainfield, Illinois 60586

**Company Complaining About:** Verizon Wireless

---

## **Description**

I'm staying at the JW Marriott Grande Lakes, Orlando, 1/27 thru 2/2/17.

My personal MIFI Jet pack works fine in my hotel room on the 14th floor.

When in the hotel ballroom(s) my unit is seeing full signal yet none of my 3 laptops can connect to it.

Have been on the phone with Verizon tech support to no avail. I feel that I'm being blocked as the unit is and has been stellar anywhere else for several years.

---

**Ticket: # 1426490 - Internet Service Constantly Disrupted****Date:** 1/31/2017 10:11:04 AM**City/State/Zip:** Medford Lakes, New Jersey 08055**Company Complaining About:** Comcast

---

**Description**

Constant interruption of internet service for over 6 months. Called Comcast to request help - could not decipher issue over the phone so sent a tech out on Friday, Jan 27. Tech "checked" the lines inside and said it was just a splitter that needed to be replaced (as he said it was from Best Buy and not Comcast issued). He left and problem persisted. Called customer service again that evening, rep said it could not have been the splitter and likely the line outside (or box) due to weather wear. Scheduled an appt. for Sunday, January 29 between 7am - 9am. No one showed and when I called, they said the appt. was canceled because the appt. was not made by an authorized user (it was made by me, the authorized user). The customer service rep then said she would make me an appt. for Tuesday, January 31 between the hours of 7am and 8am. There was no show on the appointment and when I called I was told the appointment was canceled (which I did not call and cancel). I called again this morning (January 31) and asked to speak to a supervisor. The customer service rep kept trying to just make me another appointment and when I insisted several times said that the supervisor would call me back. The supervisor finally called me back and then after I explained everything to her, she hung up on me. I called back and got her again. After explaining the situation yet again, I asked for the credits on the no shows and a credit for the past month of poor to no service. She said she would give me the credit for the no shows, but nothing more and nothing less. She asked if that was acceptable and I said no. She then said she would give me nothing then put me on hold. She came back even nastier and told me that I called to cancel the second appt and they have a recording of it. I asked to hear that call and she refused. The attitude was absolutely uncalled for and nasty. Then she started telling me how she felt so bad and was giving in to me and giving me a credit for something that she wasn't supposed to as if it was to appeal to my emotions. The credit was for the no-shows and was indeed appropriate. It was a little ridiculous and I placated her with yes's, and was told a rep was to come out between 1pm - 4pm. I am now awaiting this next tech visit with little to no faith.

---

**Ticket: # 1427207 - Repeated Outages; Melted Wiring**

**Date:** 1/31/2017 1:55:53 PM

**City/State/Zip:** Hammond, Indiana 46323

**Company Complaining About:** Comcast

---

## **Description**

I'm am having repeated service outages with Comcast. I had to call them out to my home 5 times last month. My television service is scrambled, my Internet goes in and out (I work from home so i need my Internet service to get work done), and my phone stops working.

They consistently have to replace a wire on the box on the side of my home that keeps melting; which, needless to say, creates a fire hazard.

One of my neighbors had the same problem with them, and their response is always the same, it's our fault. I am paying money for service I am not receiving.

---

[Ticket: # 1427232 - Cell jammer](#)

**Date:** 1/31/2017 2:01:48 PM

**City/State/Zip:** Saint Johns, Florida 32259

**Company Complaining About:** Verizon Wireless

---

## **Description**

I believe my school might be using cell jammers.

---

[Ticket: # 1427757 - No intranet from router after service disconnected](#)

**Date:** 1/31/2017 3:59:38 PM

**City/State/Zip:** Grand Prairie, Texas 75050

**Company Complaining About:** Time Warner

---

## Description

Hello I'm (b) (6) and my ISP has been disabling my internal home network (intranet) when disconnecting my internet service. I have alarms and internal servers at my location that do not require internet to run. However ISP it disabling the internal side too.

My ISP is Spectrum (Time Warner Cable)

My Account: (b) (6)

---

**Ticket: # 1430334 - Time Warner Cable Problems****Date:** 2/1/2017 4:47:23 PM**City/State/Zip:** Cheektowaga, New York 14225**Company Complaining About:** Time Warner

---

**Description**

Hello,

My wife and I moved into our first house in 2014 and we got a good deal with Time Warner Cable (TWC). We got a package that included Home Security, Television, Internet, and Phone services. over the first couple of months I will say the service was great, but after those first few months everything just fell apart. My wife and I would both have to call and deal with multiple personnel with TWC and hopefully our issues would be resolved. For example here are a list of our complaints that we had to call in and deal with over the course of our promotion package: Incorrect Billing, Slow Internet Speeds, Network Failed Errors, DVR Crashes, Equipment Issues, Remote Signal Strength, Continuous Wifi Network Log Off... just to name a few. I was finished with TWC and wanted to end my contract... but i could not because my promotion was not up. The day my promotion ended I walked into my local TWC store and wanted to cancel service. However they did not let me cancel because I had not returned every piece of equipment so I went home and drove back the same day, and once again they would not let me cancel saying that our Home Security was "separate" and still active and had to cancel that part first before I could cancel service. After a frustrating conversation I was able to cancel Home Security and then finally cancel all TWC services... but that did not stop TWC from billing me for months after my services we ended.

---

**Ticket: # 1431134 - Comcast cutting internet and providing terribly slow service when running. Still.**

**Date:** 2/2/2017 1:50:15 AM

**City/State/Zip:** Pittsburgh, Pennsylvania 15237

**Company Complaining About:** Comcast

---

## **Description**

Comcast randomly cuts internet multiple times daily. I have already written FCC about this issue. How hard is it to check? Do NOT forward my phone number to Comcast. Ive got to be honest, it is very surprising to see Comcast doing all the same things right after lawsuit. How much money does Comcast pay you to pretend to be an authoritative figure? How are we STILL here, experiencing same issues?

I welcome a phone call or email that goes beyond a response of: "This issue has been closed."

For the 4th or 5th time,

(b) (6)



---

**Ticket: # 1431163 - AT&T lost number after DSL upgrade and credits issue**

**Date:** 2/2/2017 4:24:07 AM

**City/State/Zip:** Alameda, California 94502

**Company Complaining About:** AT&T

---

## **Description**

This issue is related to ticket no. 1380717 complaint. The toll free service was not cancelled by myself, instead, it was discontinued by AT&T without warning, and that happened when AT&T switched the internet service onto the U-verse platform. This switch was misinformed by the AT&T sales people that my current DSL (during that period) problems will be resolved with that switch. After days of unsuccessful AT&T contacts and 30+ hours was spent in making those calls, in January, the complaint was sent to your FCC office. After 1/13/17 email, the Manager of Office of the President, Ms. Debra Curry, did not respond to inquiry regarding the credits involved in the disruptive internet service and the loss of toll free service. Emails was sent on 1/16/17, 1/19/17, and 1/23/17 to Ms. Curry, a call was made on 1/16/17 but none were responded. AT&T unilaterally just credit the remaining balance of December, which was not sufficient to reflect problem internet service with on-off interruptions about 11-week period and then abruptly #866 service cut-off in December. An email sent on 1/23/17 requesting of a month of service credit was ignored. In December, after the #866 service was cut-off by AT&T, I have no choice but to port out the number with another carrier. AT&T then prevented the port-out by not authorizing to release the #866 number to the new carrier. My same info, signatures was asked by AT&T repeatedly, despite all documents and info were given correctly and repeatedly. This practice basically is illegal and costing damages to my private business. At this point, I need a sincere response about the credits from AT&T, either by phone or email.

---

**Ticket: # 1431181 - Jamming or blocking of the internet and threats of death violence and harassment because of corporate fraud**

**Date:** 2/2/2017 6:14:59 AM

**City/State/Zip:** Sleaford, Colorado 80202

**Company Complaining About:** British Telecom

---

## **Description**

I use the library facilities in 9 counties, I have no problems exempt for Lincolnshire libraries at Sleaford and Lincoln. Please could you find the troll or cybor imp causing threats to freedom, equality and the ability to make lifesaving transactions Library user for 29 years with no incidents at the library. The library is education for all a provision to all british citexens under the International Education and Libraries Act 2012, Rights to Education Act 2016 and Public Realm Act 2012. In addition libraries are free to access use and complete library tasks Education Protection Act 1998. Employment and Welfare Regulations (education 2006)

---

**Ticket: # 1431230 - Internet Service**

**Date:** 2/2/2017 9:31:05 AM

**City/State/Zip:** Hemet, California 92543

**Company Complaining About:** Frontier Communications

---

### **Description**

I am a residential internet user, one of the needs a homeowner may have is camera security systems. I need one and have installed one for the purpose of viewing my home and dog while away . Frontier ,my servicer blocks port forwarding ,unless your a business? Without use of my router I cannot access my system on computer or away from home. I have contacted Frontier many times and they refuse to allow full funtion of the router I pay for. UNLESS I PAY THEM ALOT EXTRA , this is ransoming the full use of the router I pay for ,to date they have refused to port forward or assist me , I would gladly find another provider,but they remind me Im in a contract ...This seems illeagle to to this without warning people about the blocking of services.

---

**Ticket: # 1433298 - FACEBOOK'S ILLEGAL BLOCKING**

**Date:** 2/2/2017 9:39:41 PM

**City/State/Zip:** Muscatine, Iowa 52761

**Company Complaining About:** Facebook

---

### **Description**

Facebook has unreasonably put a unreasonable long hold on my accessing certain features of my account. They have illegally violated my rights to my account. Upon filing a bbb complaint, the issue remains unresolved. 2 week hold or block is ridiculous. And nothing in their rules states you can't try to join groups rather rapidly. It's unreasonable to block that long, especially after just starting a new account. My old account never gets that way.

---

**Ticket: # 1433435 - Sprint internet and jumpwireless.org data fraud and theft.**

**Date:** 2/2/2017 11:35:08 PM

**City/State/Zip:** Philadelphia, Pennsylvania 19132

**Company Complaining About:** Sprint

---

## **Description**

On 09/14/2016 I signed up for low cost internet from,jump wireless.off.It explained the internet was through the sprint network.Today is 02/02/2017 I still can't use my internet,it is broken.I am still losing data without opening a browser.This is the second time I reported them.They changed the date I signed with them,I have the original email,when I signed up in 2016.Fraud yes a mistake I don't think so.These people have no morals,and they live off deceit.I just got off work,turned my hot-spot on and it raced from 0 mbs to 2.0 in seconds.They must think I'm stupid,data doesn't go that fast.I haven't been able to use my device since 01/02/2017,there playing games again.I'm fed up,Yall need to fine there asses.They will never get a dime,until they stop playing games...

---

**Ticket: # 1433477 - high energy microwave radiation**

**Date:** 2/3/2017 12:22:01 AM

**City/State/Zip:** Tolar, Texas 76476

**Company Complaining About:** Sprint

---

## **Description**

several people in my community are talking about a warming sensation that is really strange . I expect it is some type of microwave device on a frequency close to what is used in a microwave oven which is known to interact with water . It is intermittent and very obvious when its in operation . I have also seen streaks in the fields that show like shadows of shade from the fence post from the db loss incurred by the obstructions . We experience telecommunication issues during the suspected times of its use . Now we are having mental issues such as loss of short term memory , and some long term memory loss . Cognitive/motor skill impairment issues as well . This needs attention from the FCC because no other agency has interest to investigate regardless of the health issues and risk many people are being exposed to . This is taking place in Hood Co. TX in the 76476 zip code primarily after dark , but also known to happen during daylight hours as well .

---

**Ticket: # 1434364 - Email stolen, compromised**

**Date:** 2/3/2017 1:40:46 PM

**City/State/Zip:** Cary, North Carolina 27518-1903

**Company Complaining About:** Aol

---

## **Description**

I have yet to be able to get Aol to provide me with details on why the above account has been compromised. I would like to know who has been using my AOL account to conduct business, what gave them the right to steal/compromise my email, how many businesses have been thrown off of the misuse/stealing of my email address, and other information that has yet to be provided to me given my various requests for information (as they have been ignored). I would like a response from AOL rather than having this issue ignored for as long as it has been ignored and for access to this account to be halted until this ongoing issue is resolved. I do not like knowing this account is being used fraudulently.

---

**Ticket: # 1435256 - Net Neutrality**

**Date:** 2/3/2017 5:41:00 PM

**City/State/Zip:** White Pigeon, Michigan 49099

**Company Complaining About:** Comcast

---

## **Description**

I realize that in spite of statements to the contrary that the new administration could care less about us. That said, I am still disappointed (but not surprised at all) that the net neutrality efforts we worked to gain has been summarily by one a Trump Toadie. If you send me your address, I will send you a set of knee pads.



---

**Ticket: # 1435520 - Comcast installed a filter on my internet which caused a two week outage**

**Date:** 2/3/2017 7:23:06 PM

**City/State/Zip:** Baltimore, Maryland 21230

**Company Complaining About:** Comcast

---

## **Description**

My internet and on demand services were out for 16 days. I noticed all of a sudden my internet service was incredibly slow and intermittent. After a week of dealing with this I called Comcast customer service. After diagnosis, they told me i had an obsolete modem and would send me a new one. Several days later I received the modem. I installed the modem and my internet still did not work. I called Comcast customer service again. After another round of troubleshooting they couldn't figure out the problem and said they would have to dispatch a technician. Technician arrived today, 2 hours earlier then my scheduled appointment, causing me to have to leave work early. After a brief conversation, he immediately spotted a filter on my line outside of my house. He said Comcast has been going around installing theses and that was my problem. He removed the filter and everything began to work properly. My complaint is Comcast has all of my contact information and made no attempt to get in touch to let me know they were installing this filter even though they have the knowledge that it will cause problems with my service. The technician told me the reason they do it, is so you are forced to call them and have a technician dispatched to check out the issues. This easily avoidable situation caused me personal and professional lost time. I work from home often in the evening and weekends.

---

**Ticket: # 1436109 - Security Threat**

**Date:** 2/4/2017 2:03:18 PM

**City/State/Zip:** Lancaster, California 93536-4611

**Company Complaining About:** Time Warner

---

### **Description**

A menacing message pops up and demands I call 18444627640 to contact them to remove a virus, most likely the one they have installed.

---

**Ticket: # 1436152 - Xfinity installed its software remotely without permission**

**Date:** 2/4/2017 2:46:50 PM

**City/State/Zip:** Washington, District Of Columbia 20009

**Company Complaining About:** Comcast

---

## **Description**

My broadband service has been Verizon for the past four years. A few weeks ago, Xfinity installed a link to my home computer so that it automatically seizes my wi-fi service nearly every day and some days several times. This means that I have to manually turn my wi-fi off, then on again, to get the correct link. I incorrectly supposed that Xfinity would go away.

When I finally contacted Xfinity customer service on 1/31/17, Whitley (she refused to divulge her last name) said that I lived in an Xfinity "hot spot" and couldn't break the link. I asked to speak with her supervisor, she said none was available but did route my call to Lisa Scott (name on the outgoing message), and I left a message that she call me. I have yet to receive her call and am left with this problem.

---

**Ticket: # 1436548 - Broken internet data fraud**

**Date:** 2/4/2017 9:56:49 PM

**City/State/Zip:** Philadelphia, Pennsylvania 19132

**Company Complaining About:** Sprint

---

### **Description**

The fraud continues it's 8:48 on 02/02/2017,I just turned on my device and it raced from 2.0 to 5.0.Now we all know data don't move that fast.I want a refund and I want it now,enough wit this bull.You people are foul,the scum of the earth...

---

**Ticket: # 1436996 - Frontier internet zip 98223**

**Date:** 2/5/2017 5:08:42 PM

**City/State/Zip:** Arlington, Washington 98223

**Company Complaining About:** Frontier Communications

---

## **Description**

I have now called Frontier several times and my internet hasn't been working for 6 months. They are thieves and stole my money. I have called several times in a year and it has never been fully fixed. I spoke with two people today about getting compensated for my internet not working and getting my internet canceled. They were very rude and nasty. And said someone needed to come out in a week before they could cancel a service that is not working. First of all they said they can't compensate me because they have zero notes that I have ever called. Lies. And why would they need to come to my house to cancel my internet? I have had the awful service for 12 years. The customer service is offensive and awful. This is illegal behavior and I need compensation for the months I have paid without service. I just spoke

---

**Ticket: # 1437032 - Cut off by Microsoft after legitimate complaint sent to Management**

**Date:** 2/5/2017 6:21:38 PM

**City/State/Zip:** Columbia, South Carolina 29204-4139

**Company Complaining About:** Microsoft

---

## **Description**

I had two incident numbers to report to Microsoft Technical Support Manager, and wrote a letter describing both. Two computers, one a laptop and one a desktop running Windows 7 would not update...after trying everything I knew to try, and studying the "Community Board" on the subject, it appeared too complicated, apparently this problem had been ongoing for lots of people for a long time (going back to 2011) and Microsoft had still not fixed the problem. When I was online with the Technicians, even after being "escalated" to a more advanced technician, I spent hours on the phone and internet with him, and in the end, I was out of time, so he left me step by step instructions I followed to the "T". When I did, my computer crashed, (one I had recently bought) and learned the motherboard was dead...Then when I attempted to correct the same problem on my desktop computer, while I was online with the technician taking control of my computer, I saw the "blue screen of death", and told the technician. When the computer restarted, he continued working in it, and again, I saw the "blue screen of death", the technician told me he would escalate me to a higher level of technician, and I would get a call back from them. When the Escalation Team Tech called, I told him what had happened with the previous technician, and I turned on the desktop computer, to see the "BSOD" immediately. The technician told me the motherboard was gone, and there was nothing they could do. I wrote to Microsoft Corporate on Jan. 18th, 2017, with Attn. to the Manager of Technical Support. I have not received any response. About a week ago, I posted photos of my dead computers on the Community Board. Yesterday, Microsoft has cut me off from signing into my hotmail email account, and from signing into the support page. I have had this email account since about 1998, and it is the one all my contacts know. If you cannot help me, I suppose I will have to find an attorney willing to take on Microsoft...I believe they owe me for the damaged computers. I am attaching the letter I sent them, please let me know what you think. Are they within their rights to cut me off after they have destroyed the usefulness of two computers?

---

**Ticket: # 1437096 - internet scam**

**Date:** 2/5/2017 8:04:27 PM

**City/State/Zip:** Colville, Washington 99114

**Company Complaining About:** Peler Llc

---

## **Description**

My computer was interrupted with a message to contact Microsoft immediatly. In doing so this microsoft tech told me that my idendity was hacked and that I had to pay a special technician \$390 to \$440 to get it fixed and he would connect me. Then an additional amount of \$473 totaling \$799 by e-check. The name of the company is suppose to be Peler Tech LLC 14423 Pebble Hill Ln North Potomac MD 20878 1-844-811-8888

---

**Ticket: # 1437604 - Major Interference to Wifi**

**Date:** 2/6/2017 11:10:29 AM

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

**Company Complaining About:** Time Warner

---

## **Description**

His WiFi worked perfectly before Time Warner send him a new box. He received every excuse why his WiFi is not working properly from the wiring, the box, the inside wall, and etc. He was then told that they were going to upgrade his service. He received a micro cell but it doesn't work. They are being sued because they were offering faster speed for something they can't delivered.

Resolution:

He wants a year worth of service from



---

**Ticket: # 1437989 - Exede.com**

**Date:** 2/6/2017 1:00:01 PM

**City/State/Zip:** New Glarus, Wisconsin 53574

**Company Complaining About:** Exede Internet

---

## **Description**

I have a 2 year contract with Exede internet. I have a lower priced plan that has limited data and once the data limit is met it goes into restriction with slower speeds. I am fine with that as it limits my kids and their usage. This month I noticed I have not had ANY service most of the day. I called in to get technical assistance as I assumed it was a equipment issue. The customer service person kept coming back to my data plan and mentioning I should upgrade it (more money for them) versus attempting to troubleshoot my connection. Oddly it showed Exede was present but when I attempt to connect it says "no connection available". I quickly caught on they seemed to be stopping my service in an attempt to get me to pay for a higher priced plan. I told the person I had no interest in buying more data and just wanted the service on. She said she would "reboot" the system even though she said it showed on her end as active. Not surprisingly I had immediate internet. The next day I turned on my computer and same issue. Shows exede but no connection available. This time I sent Excede an email stating if they didn't stop altering my account to not have any internet to attempt to force me to upgrade then I planned to stop their service as it is in violation of our contract. It states that once data usage is met they can slow my speed. At no time does it say they can not provide any in an attempt to force me to buy more. I am sure they will attempt to charge me the early termination fee if it comes to that. I feel I have no other choice as my internet is used for a business and I cannot spend all day checking to see if Exede has seen fit to allow me to connect. Not sure how I am even being billed for service I am not getting....Please advise me of what my rights are here.

---

[Ticket: # 1438440 - Some kind of hacker create WEP](#)

**Date:** 2/6/2017 2:44:14 PM

**City/State/Zip:** New Kensington, Pennsylvania 15068

**Company Complaining About:** Hacker At New Kensington

---

### **Description**

Some kind of hacker create the same network I own at my property an atemped to jump on the same channel with a WEP password and corrupted my own at my side and spy with a hacking device or etc.

---

**Ticket: # 1438816 - Comcast claimed manager would contact me for ongoing problem and never did**

**Date:** 2/6/2017 4:17:11 PM

**City/State/Zip:** Atlanta, Georgia 30341

**Company Complaining About:** Comcast

---

## **Description**

I've had an ongoing problem with my Comcast internet/home security bundle. I've spent many hours on the phone with Comcast, and I've even had two separate promises that a manager would contact me within 24 to 48 hours, but that never happened. Comcast is providing subpar service, charging me for a service that is technically incapable of being deployed to my residence, and I'm tired of being given the run around. I am incredibly frustrated, so much so that I've resorted to twitter, and that hasn't even worked to get Comcast's attention to actually address the problem. All I get are empty platitudes. Please feel free to look at [@tx\\_moose](#) for proof.

I'm tired of being taken advantage of, explaining my problem to dozens of different people, being kicked from department to department, everyone telling me that someone else handles this.

---

**Ticket: # 1439442 - verizon discriminates against XXXXX XXXXXX's disability by denying him router modem user and password.**

**Date:** 2/6/2017 7:09:36 PM

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

**Company Complaining About:** Verizon

---

## Description

You are: (b) (6)

If you are complaining for a business, the business name is:

Your address is: (b) (6) APT 1J NEW YORK, NY10010

The Utility you have a complaint about is: Verizon Communications (LEC)

You have also provided your account number: (b) (6)

You have given your phone number as: (b) (6)

You have provided a daytime reach phone number of: (b) (6)

You provided us with your email address: (b) (6)

What is the problem you are experiencing

VERIZON DENIES (b) (6) FREE THIRD PARTY CALL BLOCKING OF CHARGES TO BE BILLED TO (b) (6).

(b) (6) NEVER WANTS THIRD PARTY CALL CHARGES TO BE BILLED TO (b) (6).

VERIZON DENIES (b) (6) LIFELINE.

VERIZON DENIES (b) (6) 25 CENTS IN OTHER PARTIES' CALLS SIMULTANEOUSLY SPEAKING WHILE (b) (6) IS SPEAKING TO HIS PARTY. (b) (6) WANTS HIS PIN NUMBER AND USER NAME FOR HIS INTERNET CONNECTION IN A LETTER MAILED TO HIM BY USPS.

What resolution(s) are you seeking?

(b) (6) WANTS VERIZON'S NAMED REPRESENTATIVE TO SEND HIM A USPS LETTER WITH HER CONTACT TELEPHONE IN WHICH SHE STATES

(b) (6) IS ENROLLED IN LIFELINE; (b) (6) HAS FREE THIRD PARTY CALL BLOCKING SO (b) (6) DOES NOT GET BILLED; (b) (6) WANTS 25 CENTS IN CREDIT.

(b) (6) WANTS HIS PIN NUMBER AND USER NAME FOR HIS INTERNET CONNECTION IN A LETTER MAILED TO HIM BY USPS.

What resolution did they offer you?

VERIZON IGNORES (b) (6).

---

**Ticket: # 1439448 - verizon denies modem routing user name and password**

**Date:** 2/6/2017 7:14:05 PM

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

**Company Complaining About:** Verizon

---

## Description

### Complaint Verification

You are: (b) (6)

If you are complaining for a business, the business name is:

Your address is: (b) (6), APT 1J NEW YORK, NY10010

The Utility you have a complaint about is: Verizon Communications (LEC)

You have also provided your account number: (b) (6)

You have given your phone number as: (b) (6)

You have provided a daytime reach phone number of: (b) (6)

You provided us with your email address: (b) (6)

What is the problem you are experiencing

VERIZON DENIES (b) (6) FREE THIRD PARTY CALL BLOCKING OF CHARGES TO BE BILLED TO (b) (6).

(b) (6) NEVER WANTS THIRD PARTY CALL CHARGES TO BE BILLED TO (b) (6).

VERIZON DENIES (b) (6) LIFELINE.

VERIZON DENIES (b) (6) 25 CENTS IN OTHER PARTIES' CALLS SIMULTANEOUSLY SPEAKING WHILE (b) (6) IS SPEAKING TO HIS PARTY. (b) (6) WANTS HIS PIN NUMBER AND USER NAME FOR HIS INTERNET CONNECTION IN A LETTER MAILED TO HIM BY USPS.

What resolution(s) are you seeking?

(b) (6) WANTS VERIZON'S NAMED REPRESENTATIVE TO SEND HIM A USPS LETTER WITH HER CONTACT TELEPHONE IN WHICH SHE STATES

(b) (6) IS ENROLLED IN LIFELINE; (b) (6) HAS FREE THIRD PARTY CALL BLOCKING SO (b) (6) DOES NOT GET BILLED; (b) (6) WANTS 25 CENTS IN CREDIT.

(b) (6) WANTS HIS PIN NUMBER AND USER NAME FOR HIS INTERNET CONNECTION IN A LETTER MAILED TO HIM BY USPS.

What resolution did they offer you?

VERIZON IGNORES (b) (6).

---

**Ticket: # 1439695 - Computer Pop Ups**

**Date:** 2/6/2017 9:39:40 PM

**City/State/Zip:** Greenville, North Carolina 27858-4285

**Company Complaining About:** Suddenlink.net

---

## **Description**

On Saturday, Sunday and this morning, I have to seek computer help from an outside source to stop these pop ups Prime Updater, PC Accelerate, PRO

I called PC Accelerate Pro 1.866.572.6507 to ask them WHY is your company showing up on my computer. The reply was they were a company that offers Internet protection and my computer was not secured. The man reply that the company had permission to assist all customers who have Microsoft. Suddenlink told me when I called them that I should not call numbers that pop up on my computer and this was a scam and I could report it to my city councilman or to the FCC. Further the suddenlink representative told me that suddenlink does provide protection to my computer, that they just supply the internet access, I contacted a computer service that assists me whenever I have a problem with my computer. I pay for this service.

---

**Ticket: # 1439701 - Internet Deceptive Practices****Date:** 2/6/2017 9:40:44 PM**City/State/Zip:** Chicago, Illinois 60656**Company Complaining About:** Payease/pes\*

---

**Description**

When Log on to laptop 02-02-2017, approx. 1000 a.m., was dis-allowed to proceed further as fullscreen dominated by warning.. \*\*\*\*Windows Detected Potential Threat on Your Computer, directing contact phone # 844-859-0337. Indicated Zeus Virus and if attempt to log out etc. will result in crash of all vital information, including bank records, credit card info, etc. I still made attempt to (ctl-alt-del) and cancel from screen, but site disallowed any actioning/commands. Contacted phone number provided, with my husband on a 3-way call, and was connected to Sushant Malhotra, CSV Rep., Employee#/ID 1530 Ext# 214 Session ID# 288929801 Proceeded to allow Remote Access to my computer via Sushant (CSV Rep) Husband @ work and requested disconnect, as I felt comfortable to proceed alone. Was advised "Clampi Worm" Detected- and would need to have computer cleansed... 3 payment options available as follows: 1yr- \$150.00 2yr- \$350.00 3yr- \$450.00 MY ORDER#20170203-99310008-020040276 Was advised once purchased, (Plan Purchased- Advantage Support- 3 yr \$450.00,) I would have permanent protection via an elite "firewall" and depending on protection level chosen, I would only need to provide an annual \$50.00 svc. fee (if needed.) I queried "why" did Microsoft not include this Firewall when purchased...He provided an analogy about buying a new car, but never changing the oil... He was full of analogies, as I asked numerous pressing questions. I am Physically Disabled, and depending on a limited income, have many medical issues/bills etc., I began crying heavily and he (Sushant,) made attempts to console me....told him I cannot afford this type of cost... his demeanor dramatically changed and he pressured me to understand depth of problem, as it may be a small investment to resolve a much larger problem in the future. Under that pressure, I provided credit card...Discover. He said he was unable to accept this card. He asked if I have a Master Card...I provided a Synchrony Bank/Sam's Master Card. He queried "What Bank" was the card issued from; He put me on hold and returned, saying that would be acceptable. He accessed my computer and brought up data which would supposedly support reasons for breach and date which first interference occurred...1-14-2017 He then proceeded to mark additional breach dates and how laptop was compromised. This process took approximately 3 hrs. and I was advised that I must remain live and accessible for any questions or co-assistance to pending process. I would like to reiterate, I am physically disabled, and through this process, I was confined to an area which confined and limited me adequate space to mobilize ease of physical bodily function, which I require to stretch and coordinate so as not to become stiff and temporarily paralyzed. Of course, I was also under extreme duress and emotional pressure. Once process completed, and assured situation resolved...I requested a Supervisor.. transferred to SPVR. Abhishek... He advised completion of Zeus Virus removal. Subsequently, I received call from husband, that "Zeus" is a Scam... therefore, began process to block payments and advise vital accounts and data recipients, etc. via Synchrony Bank, etc. Please note: here are additional data you might find helpful as follows: \*\*\*\*\* SmartBytes Assist 1-800-290-9372 IP/Ping 99.140.103.161 \*\*\*\*\* Tech Support Payment Site: www.oktechpay.us \*\*\*\*\* Payment Gateway Company: PayEase/PES\* describes itself as "international Gateway Company that offers payment gateway service to Tech Support Company: www.oktechpay.us \*\*\*\*\* charging company descriptor shows on credit card billing as "PES\*REMOTEHELPPRO.COM SHENZHEN CHN". Please apply this data to any additional claims/reports which are pending re: this Scam. Any correspondence you can provide to alleviate due

anxiety re: this breach to both myself and husbands personal information will be greatly appreciated. We are persevering all avenues to protect our site(s) and to announce this to our friends , family and associates who may be affected via this situation. Your assistance to investigate and dismantle this viral operation is an honorable and vital action to all citizens of the United States of America.



---

[Ticket: # 1439998 - Bandwidth cap/ Video host throttling](#)

**Date:** 2/7/2017 8:46:49 AM

**City/State/Zip:** Los Angeles, California 90031

**Company Complaining About:** AT&T

---

### **Description**

2/6/17 15:20 P.M. Started having problems with broadband @t&t uverse internet and online video streaming

---

**Ticket: # 1440782 - WIFI and continous PSAs**

**Date:** 2/7/2017 1:21:41 PM

**City/State/Zip:** M Akinen, Minnesota 55763

**Company Complaining About:** My Provider Is Lake Connections (n. Mn) - My Complaint Is Not With Them But With Wifi Radio

---

**Description**

Recently - mostly after the new year, I've been getting tons of PSAs on my WIFI radio. I talking about 30-40 minutes of continues ads and PSAs - mostly PSAs. Sometimes the same PSA will be repeated multiple times. One day I heard the same PSA 3 times followed by an AD followed by the same PSA 3 more times! I think that stations dump all their PSA responsibility onto the WIFI so their commitment is fulfilled and they don't have to put them on their broadcast station.

I know the broadcast station is still functioning as I can listen to streaming on the web. If you want to hear what I'm talking about, get a WIFI radio and listed to WABC at 6:30 AM - Imus in the Morning will fill you full of PSAs. They are not, however, the only station doing this. And it's becoming more prevalent. I understand the purpose of PSAs. But I don't want to hear them as entertainment - only as infomercials.

I think PSAs should be shared by the broadcast stationas well as the WIFI link. Thanks for anything you can do about this.

---

[Ticket: # 1440855 - internet virus notice](#)

**Date:** 2/7/2017 1:32:42 PM

**City/State/Zip:** Augusta, Georgia 30909

**Company Complaining About:** Don't Know Name - Zeus Virus

---

## **Description**

Porn photos came on screen with notice to call Microsoft at 888-476-0498 to reset computer. The person on this line wanted to access my computer. I declined. I called McAfee with whom I have protection. They wanted to charge to try to find out problem. I declined. During this conversation they asked if I had restarted my computer. I hung up and restarted and locked screen disappeared. I then reset my passwords.

---

**Ticket: # 1441159 - Comcast**

**Date:** 2/7/2017 2:31:53 PM

**City/State/Zip:** Rockvale, Tennessee 37154

**Company Complaining About:** Comcast

---

## **Description**

Hello. This company did an atrocious install. Low voltage barely working system. Draped cables. Just very unprofessional. No call no show from supervisor and technician. My address for service is

(b) (6) [REDACTED], 37153

They are attempting to bill as well.

---

**Ticket: # 1441686 - internet fraud**

**Date:** 2/7/2017 4:39:37 PM

**City/State/Zip:** Concord, California 94520

**Company Complaining About:** Comcast

---

## **Description**

Yesterday, 2/6/17, I received a pop up message on my computer screen saying, "Your device has been blocked due to suspicious activity. Please call support now, 844 813-5760. Your computer is infected with a virus and spyware." I called the number and spoke with someone who identified herself as Tammy Slenger, ID# MS50543, Allied Security Center, level 1 Microsoft 35. I was then transferred to a man who identified himself as JACK RUSSELL from Windows technical support in Nashville Tennessee. He told me someone had taken control of my computer, and that I needed to do one of three things:

1. Pay a one time fee of \$199.99 to have my computer "cleared" or since the person who has control might already have my personal information I should
2. Pay another fee of \$148.99 to "crash" that person's computer
3. I should pay \$498.99 to crash their computer and prevent any further incidents.

I told him I would call him back because I was suspicious that this was a scam.

In the meantime I noticed that my photo booth and Skype was turned on, and every time I closed them, they came back on.

I did call him back several hours later and he insisted I pay the higher fee, because in the intervening hours, the person on my computer was controlling this activity and likely, by then, had stolen a good deal of my personal information. I became very concerned and gave him my credit card number to pay for the service.

I briefly spoke to another person, and both he and "Jack Russell" had Indian accents. Again, I was very suspicious and told him I would call him back, and did not authorize and charges to my account. I was speaking to a friend about this, and he said it definitely sounded like a scam. While I was speaking to the friend, "Jack" called back and said he needed me to hurry up and authorize the charge as he was "going off duty soon, and needed to close the transaction before he could leave."

I immediately cancelled my credit card and removed his "logmein" download on my computer.

Comcast is NOT the subject of my complaint; the subject is the scammers claiming to be Microsoft technical support at the number given above. So far I am not aware of any personal information being stolen, but I'm very concerned that my privacy has been compromised.

Thanks you for your attention to this fraudulent internet activity.

---

**Ticket: # 1441917 - i don't know who but someone is using a jammer to turn off my music**

**Date:** 2/7/2017 5:48:51 PM

**City/State/Zip:** Rockledge, Florida 32955

**Company Complaining About:** Bright House

---

## **Description**

I live in a apartment complex (b) (6) Rockledge, FL 32955

The rules are from 8am to 10pm you can be allowed to be loud with respect, no one in this neighborhood has respect for each other, why should I.. I'm allowed by board member RULES, between the time above. My neighbor in H29 we use to be friends, now we are not, I use to be friends with L4? last building next to the grass, he works for a cable company, he might be licensed for his work, but not on private property. I know my neighbor in H29 doesn't have a license for anything. How can I get them to stop, because when someone uses a jammer then all I've typed up has been erased???

---

[Ticket: # 1442039 - Internet/Wifi connection](#)

**Date:** 2/7/2017 6:26:24 PM

**City/State/Zip:** Lincoln City, Oregon 97367

**Company Complaining About:** Charter

---

## **Description**

I had my own Router. I had the cable company come out and put in one of theirs (Charter) because the Wifi around me is driving my connection down to unusable..The cable co said someone is taking my WiFi internet connection. This is a problem because it effects mt television also.. It does not change channels without doing it twice then I have to wait for sound. It also changes to other channels higher up. Like I want channel 64 it goes up to 466.. I don't see how this is possible.. My android phone is also effected by this.

---

[Ticket: # 1442145 - internet issue](#)

**Date:** 2/7/2017 7:09:01 PM

**City/State/Zip:** Monrovia, California 91016

**Company Complaining About:** Time Warner

---

**Description**

No wifi service



---

**Ticket: # 1442159 - Sonic Internet creating a block on my phone number so I cannot switch providers.**

**Date:** 2/7/2017 7:16:16 PM

**City/State/Zip:** San Francisco, California 94131

**Company Complaining About:** Sonic Located In Santa Rosa, Ca

---

## **Description**

For the last year I have been a customer with Sonic.net located in Santa Rosa CA. On January 18th 2017. I called AT&T to have my internet and phone service switched over. I was informed that there was a "working service conflict". When I called Sonic they refused to remove the block on my account until after my service was disconnected. No matter what AT&T has tried or the number of calls I have made to Sonic they refuse to remove this block on my line. This is causing an extreme inconvenience since I am disable and need my internet and phone for communication.

I Jan 30,2017 I offically cancelled my account with Sonic and was due to be disconnected today 2/7/17, so far my service is still working, the block is still on my account and the have automatically deducted the payment for the next month of service.

Please check into the practice of this company, it should not be so difficult to terminate and transfer my service.

---

**Ticket: # 1442764 - AOL/AIM is censoring my out-going mail!**

**Date:** 2/8/2017 10:08:29 AM

**City/State/Zip:** Southgate, Michigan 48195-1524

**Company Complaining About:** Aol/aim

---

### **Description**

Any mail negative to demoRats, pc beliefs, or pro Trump are returned with a statement from Yahoo that AOL will not accept them! That is censorship and I want it stopped!!

---

**Ticket: # 1443044 - Internet service**

**Date:** 2/8/2017 11:52:13 AM

**City/State/Zip:** Corinth, Texas 76210

**Company Complaining About:** Charter

---

## **Description**

I am concerned that my internet provider, Charter Communications, may be deliberately impeding and causing intermittent loss of service. I discontinued TV cable service from Charter and only subscribe to internet service. Since my discontinuance of TV service and adoption of TV service through internet (ATT DirectTV Now) I have had threats of termination of my service for non-payment. They have gone so far as to flash threats on my computer, fortunately, after filing a complaint with FCC they withdrew the unsubstantiated charges on my account. They have since taken over my computer screen and made me acknowledge their terms of service before allowing me to continue.

I have, continued to have intermittent outages of service and when I call they tell me the modem is "off-line" and they have to restore it to online. A service technician was sent out and informed me that due my disconnection of TV cable boxes aircraft flying overhead were responsible for my outages and drops in speed.

The outages continue and a service technician is to come to my home today to replace the modem.

It seems to me that Charter is able to monitor my internet usage and may be manipulating my service in such a way as to stop my using my internet TV service.

Thank you.

---

[Ticket: # 1444132 - suspected fraudulent attempt to get credit information](#)

**Date:** 2/8/2017 4:21:51 PM

**City/State/Zip:** Phoenix, Arizona 85020

**Company Complaining About:** Cox

---

## **Description**

Today I had a notice on my internet indicating that a virus was detected and telling me to contact a number to correct the problem. It was indicated that this was through Best Buy Solutions. When I did not provide information about financial sources that I might use to pay the fee, all of the information was quickly removed from the computer. However, I do have a phone number I was given when a connection was dropped. The number is 1-844-307-1010 ext 406.

---

**Ticket: # 1444134 - Illegal interception of wireless transmissions and wifi signals**

**Date:** 2/8/2017 4:22:32 PM

**City/State/Zip:** Newark, Delaware 19711-4639

**Company Complaining About:** Verizon Wireless

---

## **Description**

When using Internet, hackers illegally intercepting wireless transmissions, remotely controlling my devices, and hacking e-mail account on daily basis

---

[Ticket: # 1445737 - isp blocking websites](#)

**Date:** 2/9/2017 12:54:39 PM

**City/State/Zip:** Decatur, Tennessee 37322

**Company Complaining About:** Exceed

---

### **Description**

Exceed blocking web sites like www.imdb.com but allowing others to load. Like CNN.com

---

[Ticket: # 1445988 - a hacker trying to take over my wifi router and conducting](#)

**Date:** 2/9/2017 1:57:28 PM

**City/State/Zip:** New Kensington, Pennsylvania 15068

**Company Complaining About:** Tax Id

---

**Description**

a hacker trying to take over my wifi router and conducting

---

[Ticket: # 1447011 - Computer hacking](#)

**Date:** 2/9/2017 6:26:22 PM

**City/State/Zip:** Morton, Pennsylvania 19070

**Company Complaining About:** Comcast

---

### **Description**

I'm a victim of Electronic Intrusion, since 2009. I have received all types of assaults, now they're working on my computer. This abuse is done with Space and Military Weaponry and the use of Super Computers. I have called my carrier everytime I get on my computer.



---

[Ticket: # 1447440 - Hotel blocking MiFi](#)

**Date:** 2/9/2017 11:23:34 PM

**City/State/Zip:** Annandale, Virginia 22003

**Company Complaining About:** Westin Kierland Resort, Scottsdale, Az

---

### **Description**

I am unable to use my personal MiFi while on hotel property. I am able to use it when not on hotel property.

---

**Ticket: # 1447627 - Internet hacking, especially cell phone**

**Date:** 2/10/2017 9:12:42 AM

**City/State/Zip:** Jackson, Mississippi 39206

**Company Complaining About:** Tracfone

---

## **Description**

My cell phone/internet CONTINUES to be hacked. I am not able to access my internet and my wi-fi is also unusable! This continues even after I reset the phone to factory settings. I have UNUSUAL icons that are odd and do not come with the phone! I have submitted the MAC, Ipv4, and Ipv6 addresses to the FCC prior to this additional complaint. My current hacked phone is (b) (6). the previous hacked phone was (b) (6). My e-mails that have been hacked are:

(b) (6), (b) (6), and now (b) (6)

PLEASE investigate this, as it is very dangerous for me to have a cell phone that is impaired. I am currently staying at (b) (6), Jackson, Ms 39206. 601-206-5757 Room #112. Thank you!!!

---

[Ticket: # 1449744 - Scam by phony Microsoft company](#)

**Date:** 2/10/2017 11:04:44 PM

**City/State/Zip:** Alameda, California 94502

**Company Complaining About:** AT&T

---

## **Description**

Today, 2/10/17, was the fourth time this year that my computer screen has been frozen with a threatening message that my computer will crash unless I call them. I called and again it's the same line-I'm working for Microsoft. They are never really from Microsoft and I have reported this to them and to you. I just this on record that they will not leave us alone. The telephone number of this company is - 844-809-6674 (Case number B2957E). I use AT&T but this is not their issue.

---

**Ticket: # 1450368 - email sign in blocked**

**Date:** 2/11/2017 5:39:54 PM

**City/State/Zip:** Canyon Lake, Texas 78133

**Company Complaining About:** Gvtc

---

## **Description**

Microsoft is habitually disconnecting with me while attempting to repair access to my email. #1374133113, Rocky S. had remote access to my computer, had me clear history, change browsers, reset password (for the 3rd time), try other servers, to no avail. We were disconnected. I connected with Ryan L. remotely, same case #, he told me I did not purchase Outlook access with my computer last fall. He accessed my email, I asked to save address on favorites, he began opening my messages, when I questioned that we were disconnected. I spoke with Grace on telephone, she disconnected while transferring. I spoke with Utharakumar who claimed he understood what it was and that he would apply his expertise. He had me sign in on which put me back into the vicious cycle. We were disconnected. Oddly enough I can access another Hotmail email on the same oc, and my phone can open it up yet does not open folders.

---

**Ticket: # 1450596 - Malicious communications Disruption by another customer**

**Date:** 2/12/2017 12:44:52 AM

**City/State/Zip:** Newhall, California 91321

**Company Complaining About:** Bioware

---

## **Description**

February, 11, 2017. between 7:00pm PST, to 11:59 pm PST.

I am filling a second complaint about a player causing empire general fleet chat disruptions previously reported in ticket: 30951258.

This ticket was marked replied that there will be an investigation marked closed by the customer service agent, but nothing has been done about this issue.

This player is running an illegal hack program or exploit to cause chat disruptions resulting in massive blank gaps in the fleet general chat on the empire side to cause malicious grief amongst other players in the general chat system.

Dear F.T.C. and F.C.C. this is a repeat complaint with you against Bioware and EA games concerning this.

Please prosecute for mentioned companies for their neglect in following and upholding F.C.C., F.T.C. regulations and their own policies regarding this malicious disruption caused by this players against other paying players.

Thank You.

---

**Ticket: # 1450635 - Internet**

**Date:** 2/12/2017 3:58:34 AM

**City/State/Zip:** San Diego, California 92137

**Company Complaining About:** Cox

---

## **Description**

I established internet ONLY with COX Communications in late August of 2015. We purchased our own wireless router to avoid the fees for renting from COX Communications. I have had several instances where the internet services was not available. Since I have contacted the cable company about this complaint, my monthly charges are increasing. I have went from a bill of \$34.99 a month for internet ONLY to \$59.99 a month. I requested a LOYALTY discount and was told by the female employee that I received a 20% discount up until the most recent statement. THIS IS ABSOLUTELY NOT TRUE. There is NO PRIOR notification so that you can shop around. I have brought this matter up with a family member, who suggests that I leave it alone, that they will pay for it. I usually receive the money a month or two after payment should be made. They tend to have their own matters to resolve with service providers. When I contacted COX Communication about whether they have the low cost services for the elderly, I am told that they only have it for low-income families with children.

---

**Ticket: # 1450687 - Comcast Privacy and Contract Violations**

**Date:** 2/12/2017 9:36:27 AM

**City/State/Zip:** Houston, Texas 77058

**Company Complaining About:** Comcast

---

**Description**

Comcast Acct No.: (b) (6)

Subject: https://(b) (6)

6 months ago we attempted to get a VOIP from Comcast with a guaranteed price of \$10 additional a month to our internet service. We had a disagreement with a Comcast employee over the phone, and , since that time, Comcast/Xfinity has appeared to 'block' our service, 're-institute' our service etc. etc. When Comcast does this 'block' then 'unblock' we have noticed a chain of commands appearing in our address block on the MacBook, i.e. 'walled garden'. Every time this happens, Comcast says, "'sorry' we had a problem" and requires us to go through a reset process on 'our' modem.

- 1) Comcast technicians are 'coming' through the 'back door' on our modem to disconnect it from service, blocking us from using it.
- 2) Comcast does not own our modem, we bought it separately.
- 3) The wiring into our house was not installed by Comcast, it was purchased by us through another carrier before we got Comcast service.

Summary: Comcast is breaching their contract of ISP security by 'coming through the back door' in reverse blocking our modem. Comcast is violating the law by using 'walled garden' to attempt to block us from accessing Google on our PC.

Though it seems a small violation, Comcast is one of many ISPs in the USA, they are big, they have 'too' much access to personal information that travels through the wireless modem . If Comcast cannot follow their contract, the need to be censured to determine if they are violating The Bill of Rights that guarantees 'some' privacy in wireless telecommunications.

---

**Ticket: # 1451112 - Wifi device still losing data without browser open**

**Date:** 2/12/2017 7:40:35 PM

**City/State/Zip:** Philadelphia, Pennsylvania 19132

**Company Complaining About:** Sprint

---

### **Description**

I just got home, from seeing my mom at garden spring center. Got myself a meal, turned on my device and it raged from 5.8 to 6.5 without any thing hooked up to it. Jump wireless think there slick. It's been two months now, still can't use my internet. Now I no who's behind this, it's foul ass jumpwireless. At this time I want my money back, it's time to cut my loses. This is just corporate greed at it's finest.



---

**Ticket: # 1451125 - [Jumpwireless.org](http://Jumpwireless.org) data fraud**

**Date:** 2/12/2017 7:52:15 PM

**City/State/Zip:** Philadelphia, Pennsylvania 19132

**Company Complaining About:** Jumpwireless.org

---

## **Description**

As soon as you turn on the device, the data is counting off like a stop watch. Data doesn't go that fast, you all need to shut them down pronto.

---

[Ticket: # 1451141 - Jumpwireless.org stealing data from low income](#)

**Date:** 2/12/2017 8:02:44 PM

**City/State/Zip:** Philadelphia, Pennsylvania 19132

**Company Complaining About:** Jumpwireless.org

---

## **Description**

They been playing games from day one,it's time to out them on social media now.This is out of control now.

---

**Ticket: # 1451256 - Liars**

**Date:** 2/12/2017 10:26:24 PM

**City/State/Zip:** San Francisco, California 94122

**Company Complaining About:** AT&T

---

## **Description**

My internet has been on and off since 2/6. I called AT&T on 2/8 to schedule a repair day. AT&T promised to repair my service on 2/10 at 8:30-12:30. Come 2/10, they said they would be late and change the time to 4pm-8pm. I was pretty upset because I had to take work off but whatever. THEY DIDN'T SHOW UP AT THE RESCHEDULED TIME. I called them but they claimed that there was no scheduled repair date. So now it's 2/12. I had no wifi for 4 days until it magically turned on yesterday no thanks to AT&T's incompetence.

---

[Ticket: # 1451875 - annoyed](#)

**Date:** 2/13/2017 12:35:35 PM

**City/State/Zip:** Santaquin, Utah 84655

**Company Complaining About:** N/a

---

## **Description**

Alright I'm complaining about having a website I've visited multiple times now being restricted from me. I don't see the reason for this site to be restricted. I have saved page from the website that I'm no longer able to access due to the restricting of it.

---

**Ticket: # 1453630 - Comcast harassment**

**Date:** 2/14/2017 1:55:12 AM

**City/State/Zip:** Woodinville, Washington 98072-1102

**Company Complaining About:** Comcast

---

## **Description**

I'm filing this complaint in response to Comcast FCC file number 1420286. Comcast suggest that I lived on a busy street that is a completely false information I've lived on the same neighborhood for over 20 years this neighborhood goes around in a circle only one way in/ out of the neighborhood never has this street been busy maybe 20 cars drive by a day .Comcast will not except the facts that their employees are sexual harassing ( women with tongue jesters with their mouths) as they harass me at work and while on walks.

I have video of 1/2017 in Seattle I received harassing phone calls from Comcast as I arrive to my destination and then Comcast follows me into the parking lot. there are videos of this occurring 3 times last month. Comcast is not be truthful and if they can not knowledge the problem with their employees what do I need to do to make the harassment stop. Comcast will not even knowledge the fact that Comcast was coming to my home un-announced .this has to stop. I have moved and still the harassment continues

---

[Ticket: # 1453786 - Blocking ISP's Internet Access](#)

**Date:** 2/14/2017 9:26:41 AM

**City/State/Zip:** Durham, New Hampshire 03824

---

**Description**

Postal Mail Ticket Ready For Data Entry

---

**Ticket: # 1454191 - Wifi Jamming**

**Date:** 2/14/2017 12:10:45 PM

**City/State/Zip:** Raleigh, North Carolina 27601

**Company Complaining About:** Time Warner

---

## **Description**

I have a wireless video doorbell that my neighbor does not like.

I noticed that I am not able to see myself come and go from my home as was the normal situation for months. I thought that was wifi was being jammed. I became more certain when the Wake County sheriff's office came out in front of my neighbor's home and was checking the city buses I can only assume for interference.

---

**Ticket: # 1455054 - scam**

**Date:** 2/14/2017 3:50:04 PM

**City/State/Zip:** Leesburg, Florida 34788

**Company Complaining About:** Centurylink

---

### **Description**

People saying they are Microsoft hacking into my computer saying I'm at risk then they want Hundreds of Dollars to fix it.



---

**Ticket: # 1455980 - WIFI Jamming**

**Date:** 2/14/2017 11:14:06 PM

**City/State/Zip:** Ellijay, Georgia 30540

**Company Complaining About:** Ellijay Telephone Company

---

### **Description**

I filed a complaint under phone because that is when I decided to seek help. Wifi is completely shutdown when the jamming starts, I also have 8 wifi security cams that go down and have to be reinstalled when this happens. Please help stop the jamming neighbors.

---

**Ticket: # 1456122 - Internet**

**Date:** 2/15/2017 7:24:03 AM

**City/State/Zip:** Griffin, Georgia 30224

**Company Complaining About:** AT&T

---

### **Description**

I have internet service with AT&T it comes in and goes out like 3 or 4 times a day it really is getting frustrated. I pay \$54. 00 a month for a service and i dont think that's right

---

[Ticket: # 1458396 - neighbor is messing with my TV & puter](#)

**Date:** 2/15/2017 10:34:31 PM

**City/State/Zip:** Surprise, Arizona 85388

**Company Complaining About:** Cable One

---

### **Description**

WIFI signals are disrupted with TV & puter. TV goes off & on as well as the puter. Some signals with my mouse move through-out the screen.

---

**Ticket: # 1458429 - Xfinity Denver,CO**

**Date:** 2/15/2017 11:10:35 PM

**City/State/Zip:** Denver, Colorado 80238

**Company Complaining About:** Comcast

---

## **Description**

I moved into my property in Denver at the end of August, 2016. I had Xfinity cable service at my previous address for 4 years with minimal challenges. After the move to the new property, our cable and internet service worked for about 6 weeks. Shortly thereafter, we started experiencing cuts to both our cable and internet service, sometimes up to 3 and 4 times per day. We initially called the service, who said they'd send the technician back out. When he came back out (requiring me to miss another day of work), he ended up switching out the cable box in hopes that would solve the problem. It did. It, and we continued to experience cuts to service over and over again. We attempted to reset the box, call customer service, etc., totaling more than 99 resets over the period of the next 6 weeks or so. Finally they agreed to send out a specialist, who informed me that the issue was with the entire block, and that they would have to come out and re-splice the cables to the area to fix the problem. After they were supposed to have re-spliced the cable, the issues stopped for about 3 weeks, but then started again. We have continued to have interruptions to our service ever since, meaning we have had interrupted cable and internet service since September 2016. It is now February 15, 5 months later. In December, I ended up paying \$250 for my phone bill because, due to the lack of internet and wifi service I was supposed to be getting from Xfinity, I used up all of my data and was charged more for it by my phone company.

I have called TWO supervisors and have been told TWICE that I would get a call back. I did not receive a call on either occasion, and device continues to be interrupted. I called again today, and was told yet again it would be escalated to a supervisor who is supposed to call back.

I feel I have been completely ignored by this company, who continues to provide shaky service, and continues to charge me \$150 per month, and who fails to solve this service problem time after time, while they continue to charge us for service we are not getting. I cannot hear one more time that my issue will be "escalated to a supervisor" who will not call back as I continue to get bad service. I feel that something must be done to escalate this concern to a higher level because the company is not listening and no action is being taken, all while our money keeps going to waste for non-existent service. They are ignoring us and are not fixing the issue and something must be done. One of my neighbors has already filed a complaint with the FCC previously so there should be a history of this with Xfinity.

---

**Ticket: # 1459541 - Internet complaint**

**Date:** 2/16/2017 2:28:59 PM

**City/State/Zip:** Graceville, Minnesota 56240

**Company Complaining About:** Centurylink

---

## **Description**

I am a customer of CenturyLink, we have had a city wide issue since November 2016. We have no internet in our town after 4pm for the entire evening. We sometimes don't have internet on weekends and periodically during the day as well. The no internet after 4PM is daily and we have absolutely no internet the entire night. This issues has been made aware to CenturyLink by many people in my town including myself. We spend hours on the phone with CenturyLink weekly! Every time we speak with them they ether tell us there is no issue or we know there is an issue and we are working on it. We have been told many times it will be fix in 2 days or in 1 week and guess what it's not fixed. We pay for a service we cannot use. This is ridiculous.

---

[Ticket: # 1461477 - microsoft windows 10](#)

**Date:** 2/17/2017 12:47:11 PM

**City/State/Zip:** Pasadena, Maryland 21122

**Company Complaining About:** AT&T

---

## **Description**

About 100 junk emails everyday. I spend hours every week to unsubscribe and that does not work. Contacted Microsoft, by phone, by chat, etc. They refer me to 1. pay to fix problem 2. other peoples answer to problem. If I do #2, I will be spending more hours blocking emails, some addresses are 50 characters long. Microsoft does not come up under company name

---

**Ticket: # 1461621 - Power or utilities company smart meters.**

**Date:** 2/17/2017 1:35:45 PM

**City/State/Zip:** Lostant, Illinois 61334

**Company Complaining About:** H.i.cable

---

## **Description**

I am an internet provider using 900 meg hz (902-928) to provide my customers internet. In the last few months the power company (Com Ed) have been putting in smart meters. Within days of the installation of these meters, my customers lose the internet signal. It appears as if they are scanning the spectrum (903-928) MHz to sink in with there meters. this causes us to loss our sink. I believe if they would just use 1 or 2 of the slots, we could share this band with. Thank you for your attention.

(b) (6)

(b) (6)

(b) (6)

---

[Ticket: # 1461780 - signal interference](#)

**Date:** 2/17/2017 2:26:40 PM

**City/State/Zip:** Clatskanie, Oregon 97016

**Company Complaining About:** Cascade Network

---

## **Description**

For the last 2 months, we have had very poor 900 MHz signal at our house. From 4 PM to 10 PM on most days, we loose our internet signal and most of our cell phone signal. We are not able to make calls at times. Outside this time frame, we seem to have normal signal strength and our wireless internet works normal.



---

[Ticket: # 1462455 - Comcast xfinity](#)

**Date:** 2/17/2017 8:11:17 PM

**City/State/Zip:** Crete, Illinois 60417

**Company Complaining About:** Comcast

---

## **Description**

Since i moved in my new house September 2015 i have been getting interruptions with my Internet, phone and tv. I have a contract with comcast, so ive been patient with comcast trying to fix issues in my area. My issues are not isolated. Comcast keeps promising me to lower bill and give me credits until problems are fixed. They have only credited my account when i first moved in. They are mentally exhausting me from all the calls ive been making to try to get some rwsolve.

---

Ticket: # 1462709 - civil rights privacy. surveillance, dom. wiretap and Washington Post clarity..

**Date:** 2/18/2017 7:56:23 AM

**City/State/Zip:** Fort Myers, Florida 33908

**Company Complaining About:** Straight Talk Boost Verizon And Walmart.

---

## Description

(b) (6)

cc

mgmt. services, and here Crwon Colony golf & Country club.

---

[Ticket: # 1462732 - ISP signal fails to work most of the time.](#)

**Date:** 2/18/2017 9:14:08 AM

**City/State/Zip:** Port Huron, Michigan 48060

**Company Complaining About:** Hughes Net

---

## **Description**

ISP was just bought recently and their service is of a very poor quality. I was with Comcast and the were much better. I am very dissatisfied with this service. I can not watch any videos with their signal being constantly cut short. I feel I am being cheated by this inferior product.

---

**Ticket: # 1462927 - US Chronicles**

**Date:** 2/18/2017 1:56:03 PM

**City/State/Zip:** Pine Bush, New York 12566

**Company Complaining About:** Time Warner

---

## **Description**

I don't know if you are the appropriate party but on February 18th whenever I tried to access an article from the above referenced website noted on my Facebook stream, US Chronicles, it would begin loading and then just gets 'stuck'. For other websites there were no problems. Facebook having some questionable history in the past of manipulation, I wondered if this is was possibly a means to control my viewing. I do apologize if I had contacted the wrong regulatory agency and I thank you in advance for the time you have taken in reviewing my complaint.

---

**Ticket: # 1462976 - Phone and Internet Service and Bundle Billing****Date:** 2/18/2017 2:26:04 PM**City/State/Zip:** Vero Beach, Florida 32960**Company Complaining About:** AT&T

---

**Description**

The past month starting in the 1st week of January of 2017 our phone and internet service has been intermittent and we have had approximately 10 different techs on the problem all saying " wow the history on this is crazy" so last week on Thursday I had hoped that day would be the last day a tech would have to come out to the poles and service boxes to get service. Well its now Saturday the 18th and guess what, I am down again. I have the ATT Uverse / Direct TV package and they both suck. I am not paying my bill until everything is fixed. My bill too - My bill is to be 102.00 including taxes since September and cant tell you how many times I have had to fight to get corrected much less talk to someone who doesn't understand me nor me understand them.....its ridiculous. It shouldn't be this hard to get something fixed.

---

**Ticket: # 1463284 - Comcast/Xfinity turns off service several times a day**

**Date:** 2/18/2017 8:23:51 PM

**City/State/Zip:** Pacific Grove, California 93950

**Company Complaining About:** Comcast

---

## **Description**

Comcast recently increased my rates, forcing me to drop my speed to 100 Mbps. I had 150 Mbps before.

Shortly after lowering my speed, I noticed the my Internet speed would turn off multiple times a day. Nothing in my home could connect to the Internet when this happened. I called to complain and after nearly 2 hours on the phone, a technician reset my modem, temporarily fixing the issue. However, I was forced to disconnect all of my wi-fi devices in the house before he would reset. This of course took a long time and was very time consuming and completely unnecessary. Still the technician would not assist until I did this. Afterwards of course, the technician told me he was not a salesman but he did proceed to throw a sales pitch to get me to upgrade to 300 Mbps. Note that I had 150 before I "downgraded" but the technician said I needed 300 for my home usage to work.

I had 100 Mbps with them before I got a promo to 150 so even at 100, I shouldn't have had a problem. Two days after the technician "fixed" my problem, I am now having the exact same problem. The Internet connectivity completely turns off for a few moments. I believe Comcast is intentionally turning off my internet in the hopes of convincing me to upgrade to a more expensive package.

---

**Ticket: # 1463328 - Poor Service**

**Date:** 2/18/2017 9:39:28 PM

**City/State/Zip:** Hattiesburg, Mississippi 39402

**Company Complaining About:** Comcast

---

**Description**

We have been calling Comcast for the last week to get our internet fixed. We have spoken to multiple supervisors only to be made promises and we still do not have service.

They have told us they were coming out to fix the issue and they have not shown on several occasions, even having technicians close the tickets by lying and saying they came out. We have cameras in our restaurant that clearly show they never showed up. They will not give us the information on the person who closed the ticket the last time.

We have had to comp our guests food because of this issue. We can't run or gift cards causing our guests to get frustrated with us because they don't understand this is our if our control of processing.

To top all of this when we get a supervisor on the phone to take care , but only to do the same as the others and make promises and we still don't have the issue fixed.

We have wasted over 4 hours sitting on hold only to talk to a computer that will hang up on you if you do not reply to what the computer is asking. We asked to speak to someone every time to have to be led on a Wild goose chase of questions. I am sitting on hold right now again waiting for someone to get on the phone.

---

**Ticket: # 1463379 - Phishing and hacking (Script and malicious code)**

**Date:** 2/18/2017 10:58:46 PM

**City/State/Zip:** Minneapolis, Minnesota 55403

**Company Complaining About:** Centurylink

---

## **Description**

Hello,

I am a targeted victim of severe hacking. All of my devices are constantly being phished and hacked to the point where my identity is stolen and all of my life is negatively effected.

My email accounts are hope;ess;y hacked, my social media is hacked, I cannot do basic functions on any device and it is relentless.

I need an official to review the evidence and help me be free of this person or people who are unjustly attacking me.

Thank you.



---

[Ticket: # 1463393 - Interference/obstruction of Internet service](#)

**Date:** 2/18/2017 11:21:40 PM

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

**Company Complaining About:** AT&T

---

## **Description**

I live at (b) (6), Sugar Land, Texas 77479. I use AT&T via my iPhone, my wife uses TMobile from this location. Simultaneously, both are blocked, intercepted and delayed at this location. Obviously, (one being completely being non-relative to the other) there exists a local intercept device at work.

---

**Ticket: # 1463554 - Hotels, Wifi and hotspot**

**Date:** 2/19/2017 12:00:20 PM

**City/State/Zip:** Monterey, California 93940

**Company Complaining About:** AT&T

---

## **Description**

I have been traveling quite a bit lately. In that light I have made use of lower budget type hotels to keep my price points down. What i find is that there are shenanigans that go on with the hotel's wifi service. For instance, in the morning, prior to checkout, I notice that the wifi often crashes and you can't even access your personal hotspot. I spoke to ATT about this and they said that hotels shouldn't be blocking your personal hotspot but that they are aware that they do get blocked. Sometimes the hotels may have had to put firewalls in place for their wifi so that folks don't do unsavory things on the internet. However, my experience shows me that they have taken this to the next level by trying to control; on some level a customer's hot spot usage. The other thing is that it may behoove them to block your personal hotspot particularly if they charge for their wifi. Furthermore, enquiring minds may or may not want to know what websites a patron goes to; if you know what I mean.

---

**Ticket: # 1463586 - Comcast Xfinity interference**

**Date:** 2/19/2017 1:03:50 PM

**City/State/Zip:** Stockton, California 95207

**Company Complaining About:** Comcast

---

## **Description**

Although I no longer have nor want Comcast, wireless devices continue to select xfinity by default, with a much slower and undesired connection. I have to manually over ride the conntection to choose ATT and often in the middle of use , internet reverts to the much slower xfinity provider. It appears that Xfinity is deliberately trying to sabotage my ATT connection.

---

[Ticket: # 1463999 - Blocking Banking Statements Access](#)

**Date:** 2/20/2017 12:38:14 AM

**City/State/Zip:** Chapel Hill, North Carolina 27514

**Company Complaining About:** AT&T

---

## **Description**

A known hacker in my area has been blocking me from accessing my banking files online.

---

**Ticket: # 1465315 - Email Address canceled without prior notice****Date:** 2/21/2017 12:14:15 AM**City/State/Zip:** Las Vegas, Nevada 89144**Company Complaining About:** Cox

---

**Description**

On 1/20/17 my Cox email address was canceled without notice. A Cox supervisor told me that all my information was lost, contacts, emails & saved folders from the last 10 years. She said this information was not retrievable. In January I received an email from Cox stating this email address hasn't been used for 150 days and will be canceled. I called Cox and told them that I use this address daily, I was told the email was an error and I didn't have to worry, the address will continue. 2 days ago I called Cox tech support for a different reason, they helped me reset the password for this account and never mentioned any problems. I canceled my Cox email service in the summer of 2015. Cox told me as long as I had a Cox account with my Cable TV I could keep the email address, I still have the Cable TV account and have been using the email address daily. I am looking for a job and have more than 100 resumes out with the Cox email address as my contact information. The Cox supervisor said if I restart the Internet account I might be able to get my address back. I informed her I was told as long as I have a Cable TV account I was told I wouldn't lose the email address. She said this is a new directive that Cox has just started and that I was misinformed. I don't believe my information was wiped out without notice, I believe Cox is trying to scare me into resuming internet service to get money from me. What they are doing is no better than identity theft. They have taken my only contacts to many people & businesses, information I have saved for many years, and most important the connections I have been making for more than a year trying to find employment. I am also filing a complaint with the Better Business Bureau and the Attorney General Office of NV.

---

**Ticket: # 1467477 - DO NOT TRANSLATE**

**Date:** 2/21/2017 8:30:35 PM

**City/State/Zip:** Cupertino, California 95014

**Company Complaining About:** AT&T

---

## **Description**

O NOT TRANSLATE

THIS IS TO INFORM YOU I CONTACTED HIGH LEVEL UNITED STATES GOVERNMENT OFFICIALS REGARDING COMPUTER SCIENCE SPAM COMPUTING - JUNK FAXING - JUNK EMAILS - MONTY PYTHON SPAM - SPAM EMAILS - SLAMMING - UNWANTED CALLS - UNWANTED TOUCHING - DISCONNECTING ME - HANGING UP ON ME - (COMCAST HAS TO GIVE ME BACK ALL MY MONEY COMCAST HAS EVER STOLEN FROM ME - USED OF MINE - PULLED OUT OF IT - USED ON OTHER PEOPLE - USED ON SOMEONE ELSE - USED ON EVERYONE ELSE (BUT ME AND IT WAS ALL MY MONEY) - (RETRO-ACTIVE WITH INTEREST). COMCAST OWES ME FOR BEING ON MY MUSIC'S FREQUENCYS TONES AND WAVES - TAKING MY HOME FROM ME - (I HAVEN'T BEEN THERE FOR 5 YEARS) - I NEVER SOLD THESE FREQUENCY'S TONES AND WAVES - I NEVER SOLD ANY OF MY HOMES - THEY WERE STOLEN FROM ME - MY LOCKS WERE PICKED - WINDOWS BROKEN - DOORS TORN DOWN - SLAMMED INTO - ALL THIS COMCAST HAS TO GIVE BACK TO ME (RETRO-ACTIVE WITH INTEREST) (ORAL SEX AND DICK SEX WILL NEVER BE ACCEPTABLE ON PAPERWORK OR ON THE AIR WAVES). YOU WILL NO LONGER BE ABLE TO DICK ME AROUND - ALL THE POSITIVE YOU TURNED AROUND TO NEGATIVE - ALL WILL HAVE TO BE GIVEN BACK TO ME - (NEGATIVE YOU WILL NO LONGER HAVE ACCESS) (AT&T - ATT UVERSE - ATT DIRECT TV - GARBAGE - PG&E (PACIFIC GAS AND ELECTRIC) WATER - WILL HAVE TO GIVE ME ALL MY MONEY BACK)

I WAS SEXUALLY ASSAULTED AND RAPED AND ALL LOCAL FIRE DEPARTMENTS AND ALL LOCAL POLICE DEPARTMENTS ARE AND HAVE BEEN ON IT - THEY'RE USING SIRENS - RED CURBS - CURBS - ALL LOCAL AND ALL CITY'S I'VE BEEN AT - WHEREEVER I GO ARE ALL ON IT - (SHAME ON YOU) (SHAME ON ALL OF YOU). DONALD TRUMP CALLS THE RAPE AND THE SEXUAL ASSAULT (SHE'S NASTY). THEIR ARE MANY LANGUAGES ON THE SEXUAL ASSAULT - VIETNAMEES MEXICIANS - I CAN HEAR THE TONES. THEY HAVE BEEN USING THE SAN JOSE POLICE DEPARTMENT EVERYWHERE - I WAS AT THE REAL SAN JOSE POLICE DEPARTMENT TWICE - THEY WANTED ME HANDCUFFED FOR THE ELECTIONS. THESE ARE BAD PEOPLE. EVERYWHERE I'D GO I WOULD HEAR THE WORDS SAN JOSE - THIS BROUGHT AROUND THE REAL POLICE REAL FIRE REAL SHERRIFFS WHERE I WAS AT - EVEN ON A DAY TRIP. ITS AS THOUGH THE SEXUAL ASSAULT FOLLOWS ME AROUND. BOTH THE SEXUAL ASSAULT AND THE RAPE HAD TO DO WITH MUSIC. I WAS TRAMATIZED BOTH TIMES. I WANT EVERYONE OFF AND OUT OF IT. BOTH EMPLOYEES AT BANKS AND ON THE PHONES WOULD ALWAYS SAY TO ME 'NOT AT THIS TIME' - THEY ARE STREAMING AT STORES THE SEXUAL ASSAULT MUSIC AND THE RAPE MUSIC WITH THE COMMERCIALS. A REAL MAN SEXUALLY ASSAULTED ME - I THINK HE'S WITH THE SAN JOSE POLICE - THEY'VE CALLED ME A RAT ON TV AND PLACES I'VE BEEN I CAN HEAR THE WORD RAT AND SAN JOSE.

I AM A FAMOUS COUNTRY MUSIC SINGER - I WANT ALL MY MONEY BACK - THERE'S NEVER GOING TO BE ANYMORE 1/2 - I WANT 100% OF ALL MY MONEY BACK.

I'M WITH HILLARY CLINTON. DONALD TRUMP IS JUST A MESSENGER - I WORKED FOR PALM INC / SUNNYVALE CA (CELL PHONES - HP BOUGHT PALM INC) I TOLD MY BOSS THEY'RE ALL MESSENGERS - I'M DOING ALL THE WORK.

CNN NEWS AND FOX NEWS SMEARED MY NAME (I WANT THEM OFF OF ALL MY SCREENS) CHARACTER ASSINATED ME - ALL THIS THAT LANDED ME IN THE REAL WORLD - I DON'T WANT TO BE IN THE REAL WORLD - I NEVER WANTED TO BE IN THE REAL WORLD - I BELONG IN MOVIES TV ONLY - I CAME FROM MOVIES AND TV - MY BODY WASN'T MADE TO BE IN THE REAL WORLD - I'LL DIE IN THE REAL WORLD.

I WORKED FOR HEWLETT-PACKARD FOR MANY YEARS - MERCURY INTERACTIVE / SUNNYVALE - ABBOTT LABS / REDWOOD CITY - MOLECULAR DEVICES / SUNNYVALE - I'VE WORKED COMPUTER COMPANY'S - HARDWARE SOFTWARE AND BIO-TECH - I WORKED FOR ATTORNEYS EARLY IN MY CAREER - I HAVEN'T WORKED FOR A FEW YEARS. I AM PURSUING MY MUSIC CAREER.

I NEED TO MOVE OUT OF CALIFORNIA ASAP - THE HARASSMENT BOTHERING BUGGING FOLLOWING ME TORTURING ME ETC - I NEED TO BE OUT AND OFF THE CALIFORNIA SYSTEM ASAP. THE SEXUAL ASSAULT AND THE RAPE IS IN AND ON THE CALIFORNIA SYSTEM. THEY ALWAYS SAY I'M ON IT.

THE ASIA PACIFIC REGIONS / THAILAND / CHINA / SINGAPORE / NORTH AND SOUTH KOREA / - VIETNAMEES / NORTH AND SOUTH KOREANS / MALYSIA / ASIA / PHILIPPINES / PORTUGUESE - ALL ASIAN DECENTS - THESE PEOPLE HAVE BEEN A REAL BOTHER - THEY BRING IN 'THE HEADS' WHEN THEY SEE ME. I WANT TO BE DISCONNECTED FROM ALL THESE PEOPLE - THEY INTERCEPT MY CALLS - INTERCEPT CUSTOMERS - INTERCEPT EMPLOYEES - THEY HAVE BEEN CONTROLLING THE WORLD - I NEED TO DISCONNECT FROM ALL 'THE HEADS' AND ALL THE ABOVE. I HAVE A PHONE CONNECTION WITH THE HEADS - I WANT TO BE DISCONNECTED. I HAVE A CONNECTED WITH THE WORDS 'THESE PEOPLE' AND 'YOU GUYS' I WANT TO BE DISCONNECT - THE WORDS THESE PEOPLE / YOU GUYS ARE CONNECTION WORDS. THE HEADS TOLD ME I CAN'T HELP YOU. THEIR ON TV / THE INTERNET / PHONES / COMPUTERS / AND THEY COME AS SECURITY MAINTENANCE AT TIMES AS MAIDS IN HOTELS A LOT OF HOTELS EVERYWHERE. THOSE TOO ON THE SEXUAL ASSAULT AND THE RAPE.

I'M ALWAYS READING SEEING AND HEARING AN OLD PATTERN - REALESTATE AGENTS ASKING FOR A FUNDS LTR - THINGS PEOPLE SHOULDN'T BE READING - DEPRESSING - GLOOM - MISERY - DISADVANTAGE - MISERY - DEPRIVED - SLUGGISH - POVERTY STICKEN - ALL NEGATIVE WORDS - THE FUNDS LTR DOESN'T HAVE ANYTHING TO DO WITH MONEY - THEIR JUST WORDS AND TRIGGER NUMBERS - WORDS IN A SONG - THEY'RE ALL TRIGGER WORDS AND NUMBERS - THEY POINT THEIR FINGERS AT THE TRIGGER WORDS ON PAPERWORK OR PAPER TO TRIGGER YOU ON A PARTICULAR WORD WORDS OR PHRASES THEY ARE SHOWING YOU - WHEN THEY DO THIS YOUR TIRGGER HAS BEEN SET - THEN YOUR TIRGGERED WORDS ARE EVERYWHERE YOU GO ON THE WORDS THAT WERE POINTED TO - THEY ARE PUTTING WORDS IN YOUR MOUTH - CUSTOMERS DO THIS TO RECEPTS TOO TO CONTROL THE EMPLOYEE TO PUT WORDS IN THEIR MOUTHS. ITS A

BACK AND FORTH THING - CUSTOMERS TRIGGER EMPLOYEES - EMPLOYEES TRIGGER CUSTOMERS. (THE ASIAN DECENTS ARE ALWAYS ON IT) - THEY HAVE TO GIVE ME ALL MY MONEY BACK. I WANT ALL THE ASIAN DECENTS OFF MY THINGS. I'VE SEEN THEM SWITCH RIGHT BEFORE MY EYES - THEY ARE WHITE THEN THEY SWITCH TO ASIAN DECENT. I WANT TO STOP ALL THE SWITCHING. WHEN I TELL THEM I'M GOING TO CALL THE COPS - THEY LAUGH AT ME. THEY ARE THE COPS.

I'M AT A PLACE - CUPERTINO CA - WHERE REAL COPS ARE WORKING IN GROCERY STORES BANKS CAR LOTS RESTAURANTS STORES - EVERYWHERE - EVERY BUSINESS IS THE SAN JOSE POLICE STATION - MAINLY THE SAN JOSE POLICE DEPARTMENT IN SANTA CLARA COUNTY CALIFORNIA. THEY HAVE MY NAME AS ROXANNE MYERS - I HAVE LEGALLY CHANGED MY NAME TO LAWLER.

I NEED HELP - PLEASE DISCONNECT ME. THE CALIFORNIA SECRET SERVICE TOLD ME TO CALL THE FCC.-

I'VE PROVIDED YOU WITH A 2016 PHOTO OF ME - THEY ARE TRYING TO FORCE AND MAKE PEOPLE BELIEVE I AM OF ASIAN DECENT - THIS IS A LIE - NO WAY IN HELL.

DO NOT TRANSLATE



---

**Ticket: # 1467656 - Data Capping and Limited Internet Service from Spectrum****Date:** 2/21/2017 10:45:27 PM**City/State/Zip:** Los Angeles, California 90044**Company Complaining About:** Time Warner

---

**Description**

Speed, availability and poor customer service. I moved into a new home on January 1, 2017. I requested Cable and Internet service from Spectrum also know as Time Warner. Their service representative came to the house on January 11 and before touching anything he says the internet is not going to work in the rear of this place. This is a small 3 bedroom with 1 bathroom about 500 square feet. I have purchased a \$ 60 extender and have called a couple of times. Daily we have constant buffering , freezing, and not available at this time (television shows and or networks). Once when calling the representative said to me complaining about the freezing and buffering, " you have nine devices hooked up." Also when I went to pay my bill on the 16th I noticed they now have a link titled " manage your WIFI." Under that link is a page about how much data you have used. My question, if the agreement with the FCC to obtain Time Warner Spectrum had to agree not to "cap" and/or limited data. Well, I have tried for 6 weeks to use the Spectrum App and it has not worked and now forced to pay twice as much just to watch programming that does not buffer or fail to load. Not to mention why do poor neighborhoods always have to receive sub-par service, my zip code is 90044.

---

**Ticket: # 1469574 - DO NOT TRANSLATE**

**Date:** 2/22/2017 6:41:11 PM

**City/State/Zip:** Cupertino, California 95014

**Company Complaining About:** Directv

---

## **Description**

DO NOT TRANSLATE

THIS IS TO INFORM YOU I CONTACTED HIGH LEVEL UNITED STATES GOVERNMENT OFFICIALS REGARDING COMPUTER SCIENCE SPAM COMPUTING - JUNK FAXING - JUNK EMAILS - MONTY PYTHON SPAM - SPAM EMAILS - SLAMMING - UNWANTED CALLS - UNWANTED TOUCHING - DISCONNECTING ME - HANGING UP ON ME - (COMCAST HAS TO GIVE ME BACK ALL MY MONEY COMCAST HAS EVER STOLEN FROM ME - USED OF MINE - PULLED OUT OF IT - USED ON OTHER PEOPLE - USED ON SOMEONE ELSE - USED ON EVERYONE ELSE (BUT ME AND IT WAS ALL MY MONEY) - (RETRO-ACTIVE WITH INTEREST). COMCAST OWES ME FOR BEING ON MY MUSIC'S FREQUENCYS TONES AND WAVES - TAKING MY HOME FROM ME - (I HAVEN'T BEEN THERE FOR 5 YEARS) - I NEVER SOLD THESE FREQUENCY'S TONES AND WAVES - I NEVER SOLD ANY OF MY HOMES - THEY WERE STOLEN FROM ME - MY LOCKS WERE PICKED - WINDOWS BROKEN - DOORS TORN DOWN - SLAMMED INTO - ALL THIS COMCAST HAS TO GIVE BACK TO ME (RETRO-ACTIVE WITH INTEREST) (ORAL SEX AND DICK SEX WILL NEVER BE ACCEPTABLE ON PAPERWORK OR ON THE AIR WAVES). YOU WILL NO LONGER BE ABLE TO DICK ME AROUND - ALL THE POSITIVE YOU TURNED AROUND TO NEGATIVE - ALL WILL HAVE TO BE GIVEN BACK TO ME - (NEGATIVE YOU WILL NO LONGER HAVE ACCESS) (AT&T - ATT UVERSE - ATT DIRECT TV - GARBAGE - PG&E (PACIFIC GAS AND ELECTRIC) WATER - COMET TECHNOLOGIES / SAN JOSE WILL HAVE TO GIVE ME ALL MY THINGS MONEY BACK)

I WAS SEXUALLY ASSAULTED AND RAPED AND ALL LOCAL FIRE DEPARTMENTS AND ALL LOCAL POLICE DEPARTMENTS ARE AND HAVE BEEN ON IT - THEY'RE USING SIRENS - RED CURBS - CURBS - ALL LOCAL AND ALL CITY'S I'VE BEEN AT - WHEREEVER I GO ARE ALL ON IT - (SHAME ON YOU) (SHAME ON ALL OF YOU). DONALD TRUMP CALLS THE RAPE AND THE SEXUAL ASSAULT (SHE'S NASTY). THEIR ARE MANY LANGUAGES ON THE SEXUAL ASSAULT - VIETNAMEES MEXICIANS - I CAN HEAR THE TONES. THEY HAVE BEEN USING THE SAN JOSE POLICE DEPARTMENT EVERYWHERE - I WAS AT THE REAL SAN JOSE POLICE DEPARTMENT TWICE - THEY WANTED ME HANDCUFFED FOR THE ELECTIONS. THESE ARE BAD PEOPLE. EVERYWHERE I'D GO I WOULD HEAR THE WORDS SAN JOSE - THIS BROUGHT AROUND THE REAL POLICE REAL FIRE REAL SHERRIFFS WHERE I WAS AT - EVEN ON A DAY TRIP. ITS AS THOUGH THE SEXUAL ASSAULT FOLLOWS ME AROUND. BOTH THE SEXUAL ASSAULT AND THE RAPE HAD TO DO WITH MUSIC. I WAS TRAMATIZED BOTH TIMES. I WANT EVERYONE OFF AND OUT OF IT. BOTH EMPLOYEES AT BANKS AND ON THE PHONES WOULD ALWAYS SAY TO ME 'NOT AT THIS TIME' - THEY ARE STREAMING AT STORES THE SEXUAL ASSAULT MUSIC AND THE RAPE MUSIC WITH THE COMMERCIALS. A REAL MAN SEXUALLY ASSAULTED ME - I THINK HE'S WITH THE SAN JOSE POLICE - THEY'VE CALLED ME A RAT ON TV AND PLACES I'VE BEEN I CAN HEAR THE WORD RAT AND SAN JOSE.

I AM A FAMOUS COUNTRY MUSIC SINGER - I WANT ALL MY MONEY BACK - THERE'S NEVER GOING TO BE ANYMORE 1/2 - I WANT 100% OF ALL MY MONEY BACK.

I'M WITH HILLARY CLINTON. DONALD TRUMP IS JUST A MESSENGER - I WORKED FOR PALM INC / SUNNYVALE CA (CELL PHONES - HP BOUGHT PALM INC) I TOLD MY BOSS THEY'RE ALL MESSENGERS - I'M DOING ALL THE WORK.

CNN NEWS AND FOX NEWS SMEARED MY NAME (I WANT THEM OFF OF ALL MY SCREENS) CHARACTER ASSINATED ME - ALL THIS THAT LANDED ME IN THE REAL WORLD - I DON'T WANT TO BE IN THE REAL WORLD - I NEVER WANTED TO BE IN THE REAL WORLD - I BELONG IN MOVIES TV ONLY - I CAME FROM MOVIES AND TV - MY BODY WASN'T MADE TO BE IN THE REAL WORLD - I'LL DIE IN THE REAL WORLD.

I WORKED FOR HEWLETT-PACKARD FOR MANY YEARS - MERCURY INTERACTIVE / SUNNYVALE - ABBOTT LABS / REDWOOD CITY - MOLECULAR DEVICES / SUNNYVALE - I'VE WORKED COMPUTER COMPANY'S - HARDWARE SOFTWARE AND BIO-TECH - I WORKED FOR ATTORNEYS EARLY IN MY CAREER - I HAVEN'T WORKED FOR A FEW YEARS. I AM PURSUING MY MUSIC CAREER.

I NEED TO MOVE OUT OF CALIFORNIA ASAP - THE HARASSMENT BOTHERING BUGGING FOLLOWING ME TORTURING ME ETC - I NEED TO BE OUT AND OFF THE CALIFORNIA SYSTEM ASAP. THE SEXUAL ASSAULT AND THE RAPE IS IN AND ON THE CALIFORNIA SYSTEM. THEY ALWAYS SAY I'M ON IT.

THE ASIA PACIFIC REGIONS / THAILAND / CHINA / SINGAPORE / NORTH AND SOUTH KOREA / - VIETNAMEES / NORTH AND SOUTH KOREANS / MALYSIA / ASIA / PHILIPPINES / PORTUGUESE - ALL ASIAN DECENTS - THESE PEOPLE HAVE BEEN A REAL BOTHER - THEY BRING IN 'THE HEADS' WHEN THEY SEE ME. I WANT TO BE DISCONNECTED FROM ALL THESE PEOPLE - THEY INTERCEPT MY CALLS - INTERCEPT CUSTOMERS - INTERCEPT EMPLOYEES - THEY HAVE BEEN CONTROLLING THE WORLD - I NEED TO DISCONNECT FROM ALL 'THE HEADS' AND ALL THE ABOVE. I HAVE A PHONE CONNECTION WITH THE HEADS - I WANT TO BE DISCONNECTED. I HAVE A CONNECTED WITH THE WORDS 'THESE PEOPLE' AND 'YOU GUYS' I WANT TO BE DISCONNECT - THE WORDS THESE PEOPLE / YOU GUYS ARE CONNECTION WORDS. THE HEADS TOLD ME I CAN'T HELP YOU. THEIR ON TV / THE INTERNET / PHONES / COMPUTERS / AND THEY COME AS SECURITY MAINTENANCE AT TIMES AS MAIDS IN HOTELS A LOT OF HOTELS EVERYWHERE. THOSE TOO ON THE SEXUAL ASSAULT AND THE RAPE.

I'M ALWAYS READING SEEING AND HEARING AN OLD PATTERN - REALESTATE AGENTS ASKING FOR A FUNDS LTR - THINGS PEOPLE SHOULDN'T BE READING - DEPRESSING - GLOOM - MISERY - DISADVANTAGE - MISERY - DEPRIVED - SLUGGISH - POVERTY STICKEN - ALL NEGATIVE WORDS - THE FUNDS LTR DOESN'T HAVE ANYTHING TO DO WITH MONEY - THEIR JUST WORDS AND TRIGGER NUMBERS - WORDS IN A SONG - THEY'RE ALL TRIGGER WORDS AND NUMBERS - THEY POINT THEIR FINGERS AT THE TRIGGER WORDS ON PAPERWORK OR PAPER TO TRIGGER YOU ON A PARTICULAR WORD WORDS OR PHRASES THEY ARE SHOWING YOU - WHEN THEY DO THIS YOUR TIRGGER HAS BEEN SET - THEN YOUR TIRGGERED WORDS ARE EVERYWHERE YOU GO ON THE WORDS THAT WERE POINTED TO - THEY ARE PUTTING WORDS IN YOUR MOUTH - CUSTOMERS DO THIS TO RECEPTS TOO TO CONTROL THE EMPLOYEE TO PUT WORDS IN THEIR MOUTHS. ITS A

BACK AND FORTH THING - CUSTOMERS TRIGGER EMPLOYEES - EMPLOYEES TRIGGER CUSTOMERS. (THE ASIAN DECENTS ARE ALWAYS ON IT) - THEY HAVE TO GIVE ME ALL MY MONEY BACK. I WANT ALL THE ASIAN DECENTS OFF MY THINGS. I'VE SEEN THEM SWITCH RIGHT BEFORE MY EYES - THEY ARE WHITE THEN THEY SWITCH TO ASIAN DECENT. I WANT TO STOP ALL THE SWITCHING. WHEN I TELL THEM I'M GOING TO CALL THE COPS - THEY LAUGH AT ME. THEY ARE THE COPS.

I'M AT A PLACE - CUPERTINO CA - WHERE REAL COPS ARE WORKING IN GROCERY STORES BANKS CAR LOTS RESTAURANTS STORES - EVERYWHERE - EVERY BUSINESS IS THE SAN JOSE POLICE STATION - MAINLY THE SAN JOSE POLICE DEPARTMENT IN SANTA CLARA COUNTY CALIFORNIA. THEY HAVE MY NAME AS ROXANNE MYERS - I HAVE LEGALLY CHANGED MY NAME TO LAWLER.

I NEED HELP - PLEASE DISCONNECT ME. THE CALIFORNIA SECRET SERVICE TOLD ME TO CALL THE FCC.-

I'VE PROVIDED YOU WITH A 2016 PHOTO OF ME - THEY ARE TRYING TO FORCE AND MAKE PEOPLE BELIEVE I AM OF ASIAN DECENT - THIS IS A LIE - NO WAY IN HELL.

DO NOT TRANSLATE

---

**Ticket: # 1469945 - Hotel blocking wifi**

**Date:** 2/22/2017 10:36:18 PM

**City/State/Zip:** Aptos, California 95003

**Company Complaining About:** Marriott Hotel

---

## **Description**

I stayed at the Manhattan Beach Marriott hotel in Los Angeles from Feb. 17 to Feb. 19. I had a laptop computer and a Verizon wifi hotspot device with me. The two devices have always allowed me to access the internet wherever a cell phone signal could be obtained. Inside the hotel building, however, I was not able to use the wifi, even though I had a connection to Verizon. When I left the building with the devices, they functioned again flawlessly. The hotel charges its guest \$14 per day for wifi access to its service. When I asked the hotel management about it, they tried to attribute the problem to lack of cell phone connection. But that was not the case. It was clear to me that my device only failed to work inside the hotel building. I informed the hotel and was told mine only choice was to use their very limited lobby-based computer center or pay for the wifi service they offered. Meanwhile, I have learned that the FCC has prohibited hotels, and specifically Marriott, from engaging in such blocking activity.

---

**Ticket: # 1470457 - Victimising Customers to Their Unachievable Service**

**Date:** 2/23/2017 11:39:54 AM

**City/State/Zip:** Elkton, Maryland 21921

**Company Complaining About:** Comcast

---

**Description**

Comcast for years has provided Cable, Phone and Internet at a premium price in which you never receive your value from. They prey on customers with soliciting and internet ads to call them and offer you the best service available in the market until you actually buy their service. They cannot achieve the actual service you are paying for or requesting and give excuse after excuse to why it is. Example; Their Blast Package for Internet is suppose to provide you with a download speed of about 150-200 mmps and an upload speed of 300+. If you test it the upload speed is close but not at the number they are saying they will provide and the download speed is half at best of what they are suppose to provide. You call the CS and they say it should be providing you that output and they test the line and all is fine on their end and a technician comes out and test and they say yeah it won't provide you those numbers unless you are hardwired to the box and no one else shares the box. WHERE ARE THOSE FOOTNOTES??? Its a constant lie and no reimbursements or oversight by Govt. to protect the people.

---

**Ticket: # 1471905 - Century Link**

**Date:** 2/23/2017 6:09:43 PM

**City/State/Zip:** Richmond, Virginia 23260

**Company Complaining About:** Centurylink

---

## **Description**

Account (b) (6)

Service was interrupted the end of January thru February 18, 2017. Spoke with Ashley and Jessica in re of same. Three technicians were sent out and I was advised that one of the three technicians had turned off an outside switch in error and totally interrupted my service. My bill has consistently be paid on time and as of today my service is still interrupted. I advised I wanted to cancel my account since no service was being rendered and bills are still being generated and was advised I would be held liable for a \$200.00 cancellation fee for services that aren't being rendered. I attempted to have one final resolution by supervisor John and service would be rendered no later than 8 pm February 22, 2017 to no avail. I would like my money returned to me and cancellation of my service without the \$200.00 cancellation fee due to no service being rendered.

---

**Ticket: # 1472268 - COX Communications Denial of Service**

**Date:** 2/23/2017 11:03:00 PM

**City/State/Zip:** East Greenwich, Rhode Island 02818

**Company Complaining About:** Cox

---

## **Description**

We were not notified that there was "illegal" usage under our IP or that they would turn off our internet access. Reps were unable to verify how the notice was sent (mail/email) or where it was sent to. They did say they could tell the illegal usage was happening in Atlanta but we live in Rhode Island. COX has been unable to aid in identifying what is causing the issue and we have consistently received conflicting information but have been told they will turn off our service for 6 months. Cox did advise if we buy a new modem and router through Cox only the issue would most likely disappear but we would be charged a \$100 fee, no we are being told it's a virus and there is nothing they can do but they will shut our service off if we don't correct it. Any assistance with this matter would be greatly appreciated. Thank you!



---

[Ticket: # 1473270 - Pop up window that locks up the computer](#)

**Date:** 2/24/2017 2:01:55 PM

**City/State/Zip:** Hawthorne, California 90250

**Company Complaining About:** AT&T

---

## **Description**

I was on a Public Surplus Website when a window popped up and froze my computer and threatened me with a virus. It said Call this number 800-217-6106 to get it fixed.

---

**Ticket: # 1473449 - internet being hacked into**

**Date:** 2/24/2017 2:57:51 PM

**City/State/Zip:** Aiken, South Carolina 29801

**Company Complaining About:** Hughes Net

---

## **Description**

(b) (6) lives two doors down at (b) (6). Aiken, S.C. 29801. His network name is (b) (6) AND HE HAS HACKED INTO NETWORK NAME NETGEAR 82 AT ADDRESS (b) (6). Aiken S.C. 29801. (6)

---

**Ticket: # 1474033 - Complaint**

**Date:** 2/24/2017 5:29:50 PM

**City/State/Zip:** Ville Platte, Louisiana 70586

**Company Complaining About:** Sweepstakesalerts.com

---

### **Description**

I want to file a complaint against Sweepstakesalerts.com. I have asked them to remove my email from their site. They have somehow attached their site to my phone and apps so that I cannot pull up anything other than their site.

---

**Ticket: # 1474148 - Flooded Wi-Fi Spectrum - Xfinity Hotspots**

**Date:** 2/24/2017 6:05:34 PM

**City/State/Zip:** Pasadena, Texas 77505

**Company Complaining About:** Comcast

---

## **Description**

Hi I am (b) (6). I am a business Comcast customer and I am having Wi-Fi issues. After looking into the issues it appears that all these "Xfinitywifi" hotspots (see attached) are flooding ALL the Wi-Fi spectrum causing Wi-Fi performance issues for me.

Can you please disable all the "Xfinitywifi" hotspots around me or at that very least put them all on the same channel so there are some channel space open for my Wi-Fi service.

---

**Ticket: # 1474756 - do not receive a bill and random fees and continue to raise bill**

**Date:** 2/25/2017 11:52:31 AM

**City/State/Zip:** New Smyrna Beach, Florida 32168

**Company Complaining About:** Bright House

---

## **Description**

I have been receiving laggy services for sometime . Not including when the internet was almost never working from October thru the middle of December 2016 after hurricane Mathew ( from faulty repairs to the line that feeds my service it was down in my yard an trip'ed over it many of times till they finally fixed it right) . They have tried to charge me re-connection fees when services haven't been canceled for one. Two when try to resolve issues an they tell me they have put an extension on the account tell me to wait for a call back after they sort things out , but they never call back . I would really appreciate some help on getting this situation under control an my bill back to what i agreed to . an now to another problem i never receive a bill in the mail or email for at least 3 months . i am really beside my self with spectrum an really hope this can all be fixed so i can go back to living a normal life an not fighting with spectrum .Please help me stop this monopoly from taking advantage off me an others.

---

**Ticket: # 1474806 - Interference**

**Date:** 2/25/2017 12:48:50 PM

**City/State/Zip:** New Kensington, Pennsylvania 15068

**Company Complaining About:** Hacker Network

---

## **Description**

A hacker trying to take over my Wifi network with a WEP Connection and the same cloned network and blocking internet speed

Utility Port Wifi Network at the address 503 4th ave is registered to me

and someone created a similar network and trying to take over mine with the same Wifi name and wide range illegal antenna without my permission

I heard hackers using platinum antenna and doing amateur on people when they sleep and breaking minds, which is under Federal and NASA authority and permission

---

[Ticket: # 1474911 - School is spamming deauthorization packets](#)

**Date:** 2/25/2017 2:10:48 PM

**City/State/Zip:** Schenectady, New York 12306

**Company Complaining About:** Jefferson Elementary School

---

## **Description**

School is spamming deauthorization packets and it is interfering with wifi at neighboring houses. Their attacks target individual devices making the device spend more time responding to the request than actually being connected to the internet. This not only is a problem from a productivity standpoint (no work can be accomplished online), but it also is a danger for anyone using Voip for telephone service. An emergency call will either not be able to be connected at all or dropped completely because of the signals the school is sending out and received by all of the surrounding neighbors.

---

**Ticket: # 1474916 - Electronic harassment**

**Date:** 2/25/2017 2:16:52 PM

**City/State/Zip:** St. Louis, Missouri 63114

**Company Complaining About:** Charter

---

## **Description**

Electronic harassment microwave signals have been detected on the property we are having problems with Wi-Fi Internet dropping out we are having problems with the modem actually going down and the Wi-Fi signals being jammed we are also having LED and fluorescent lights flicker throughout the home at times we're having problems with RF remote's and infrared remote's also have had TVs turn on change channel and volume up or down on multiple TVs throughout the home we are having problems with all and any wireless signals on the property including smart home devices running on Wi-Fi Z wave and zig bee , sailor and data on mobile phones dropping out and has a constant one bar of signal at most sometimes two bars one for the past six years we have had for signal (b) (6) these devices on the property have been in place for more than six years without a problem nothing has changed in the service also hearing high-pitched ringing and air piercing tones in ears



---

**Ticket: # 1475146 - computer virus scam**

**Date:** 2/25/2017 5:56:22 PM

**City/State/Zip:** Conneaut, Ohio 44030

**Company Complaining About:** Windstream Communications

---

### **Description**

While updating passwords to various sites, my computer, MacBookAir, became locked with a message to call the Windows Help Desk immediately. 1-800-866-7348.

---

[Ticket: # 1475191 - Issue with infringement of rights](#)

**Date:** 2/25/2017 6:55:15 PM

**City/State/Zip:** Lancaster, California 93535

**Company Complaining About:** AT&T

---

### **Description**

I'm unable to surf of the Internet, the content of the World wide web is in re direct mode, it constantly gives wrong information. Including my cellular phone services are blocked.

---

**Ticket: # 1475353 - Severe Internet interference**

**Date:** 2/26/2017 1:16:21 AM

**City/State/Zip:** Lenore, Idaho 83541

**Company Complaining About:** Frontier Communications

---

## **Description**

(b) (6) .

My satellite is targeted by a residential home who has continually harassed my t.v., home wifi, and radio of two of my residences. I am patiently waiting for a response.

(b) (6)

---

[Ticket: # 1475395 - web and cell phone disruption](#)

**Date:** 2/26/2017 6:08:19 AM

**City/State/Zip:** Clayton, North Carolina 27527

**Company Complaining About:** Centurylink

---

### **Description**

My cell phone and home internet service is being disrupted consistently. I've submitted complaints before and have gotten no response at all.

---

[Ticket: # 1475404 - cowards](#)

**Date:** 2/26/2017 8:30:06 AM

**City/State/Zip:** Pittsburgh, Pennsylvania 15209

**Company Complaining About:** Police

---

## **Description**

Hey thank you for making sure nothing of monetary value can come near me.

---

[Ticket: # 1475543 - data taken](#)

**Date:** 2/26/2017 1:48:26 PM

**City/State/Zip:** Charleston, West Virginia 25301

**Company Complaining About:** Boost Mobile

---

## **Description**

Boost mobile constantly opens apps and resets my phone....taking my data

---

**Ticket: # 1475563 - computer fraud**

**Date:** 2/26/2017 2:21:59 PM

**City/State/Zip:** Ooltewah, Tennessee 37363

**Company Complaining About:** 1-844-554-2335

---

## **Description**

(b) (6)

1-844-554-2335 hacks into my computer when I try to log on to AMAZON.COM. They advise only they can prevent a virus if I don't spend hundreds of dollars to let them fix it. the only disconnect that works is a forced shut down.

---

**Ticket: # 1475871 - terrible internet and tv service**

**Date:** 2/26/2017 9:58:16 PM

**City/State/Zip:** Charlotte, North Carolina 28211

**Company Complaining About:** AT&T

---

## **Description**

We switched to AT&T in October. We have had interrupted service and intermittent service since the first week. AT&T has sent technicians to the house four times in response to our calls. Each time we are told that the problem is in the line to the house, not in the house or the equipment. When I call to find out if the problem in the line has been addressed, I am told that there is no report of a problem. The technician who came to the house never reported a problem with the line, as he told us. AT&T then asks us to make another appt, with a four hour window. The cycle begins again. I have no hope that the problem will be resolved. As soon as the one year contract is up, we will change carriers.



---

**Ticket: # 1477246 - ISP FORTENET SECURITY SERVICE BLOCKING AN CLEAN ADVOCAY WEB SITE!!!**

**Date:** 2/27/2017 4:06:33 PM

**City/State/Zip:** Waterloo, Iowa 50703

**Company Complaining About:** Frontier Communications

---

### **Description**

I HVE BEEN TRYING TO ACCESS SEVERAL WEBSITE CONSIDERED TO BE ILLIGAL BY CFU UTILITIES WEB SERVICE!!! I HAVE ADVOCACY PETITIONS AT CHANGE.ORG AN RATHER SUDDENLY NO ACCESS IS GANTED WHEN NO ISSUE TO THIS SITE BEFORE!!! IT'S CENSORSHIP TO PREVENT ACTION ON MY PETITION TO DUMP DONALD TRUMP BY ENACTING THE 14th ADAMEMENT TO CONTITTION!! UDDENLY NNO ACCESS WHEN GOOD PROGRESS IS BEING MADE!!! A FIRST ADAMENENT VIOLATION BY SOME OONE HIGHER THAN CFU UTILITIES!!

---

[Ticket: # 1477465 - ongoing complaint against Google+](#)

**Date:** 2/27/2017 5:11:53 PM

**City/State/Zip:** Sacramento, California 95811

**Company Complaining About:** Comcast

---

### **Description**

i'm still having ongoing issues EVERY DAY with being able to share posts online w/my 1000+ followers. Reported before, okay for a while, then happens now, again, continuously.

---

**Ticket: # 1477616 - Computer Hijacking**

**Date:** 2/27/2017 6:09:02 PM

**City/State/Zip:** Somerset, Kentucky 42503

**Company Complaining About:** Iserve Solutions Inc.

---

### **Description**

My mothers computer was hijacked by software from IServe Solutions Inc. The tricked her into thinking her computer was corrupted and tried to charge her \$99.99 while posing as Microsoft. Due to this issue I had to turn her bank account off to keep from any more charges from occurring.

---

[Ticket: # 1477723 - Cyber crimesz](#)

**Date:** 2/27/2017 6:47:33 PM

**City/State/Zip:** Florence, Colorado 81226

**Company Complaining About:** Centurylink

---

### **Description**

1545 CR13A stealing cable and internet; caught Bryan Webb hacking multiple computers in Colorado. Reported many times this is the Chameleon Virus that will kill anyone! Does anyone care? Otherwise we in the USA are history since we continually ignore it exists. Any country will eat us for lunch! So much for the USA as we know it , cause we Americans are dead meat. Without even putting up a fight!

---

**Ticket: # 1478168 - AT&T and my DSL service**

**Date:** 2/27/2017 11:17:00 PM

**City/State/Zip:** Anaheim, California 92805

**Company Complaining About:** AT&T

---

## **Description**

For at least 2 years, AT&T has been trying to get me to cancel my DSL service, and switch to their UVerse. My DSL has unlimited data service, but UVerse doesn't. Since my multiple refusals to go with Uverse, I've been getting knocked offline about every 15 minutes or so for over 1 year. Every time I call and complain, AT&T says I need to change over to Uverse, but they won't fix the problem. In January, AT&T sent me an email advising me to call them by a certain date to keep my internet service from being interrupted. When I called, they said they were switching me to Uverse, but I told them no, that I'm keeping my DSL until it gets phased out in 2 years. I have good reason to believe that AT&T is cramming my DSL in an attempt to force me onto Uverse, which again, has limited data (internet) service, but my DSL does not. I wish to keep my DSL package with unlimited data usage, and I want them to stop interfering with my service connection.

---

**Ticket: # 1478259 - Re: Re: internet**

**Date:** 2/28/2017 2:32:42 AM

**City/State/Zip:** St Marys, Alaska 99658-0171

**Company Complaining About:** Gci.com

---

## **Description**

This is a follow-up to your previous request #1412735 "Re: internet"

---

**Ticket: # 1478279 - Re: Re: internet**

**Date:** 2/28/2017 4:41:01 AM

**City/State/Zip:** St Marys, Alaska 99658-0171

**Company Complaining About:** Gci.com

---

**Description**

This is a follow-up to your previous request #1412735 "Re: internet"

---

**Ticket: # 1478438 - Communication Complaint**

**Date:** 2/28/2017 10:21:19 AM

**City/State/Zip:** Novi, Michigan 48374

**Company Complaining About:** AT&T

---

## **Description**

For some reason, communications made to the FCC and it's current chair Ajit Pai about the serious lack of responsibility in upholding consumer protections in regards to the internet are falling on deaf ears. It's at the point where the only valid reason seems to be AT&T and Time Warner lobbyists, partisan politics, and personal gains that are blocking or jamming communication so that sensible debate cannot happen. Capitalism protect entities with the most capital. Regulation is burdensome on companies but the gain is consumer protection, your job. Please do it.



---

**Ticket: # 1480327 - Security alarm provider.**

**Date:** 2/28/2017 9:22:39 PM

**City/State/Zip:** Snellville, Georgia 30039

**Company Complaining About:** AT&T

---

## **Description**

I am a current subscriber of At&t Digital Life. Recently, I did not turn off my alarm when I opened the door. The alarm system gives you one minute, or more to deactivate the alarm. I did not deactivate the alarm. I did not hear it in when i went into the garage. The alarm went off. I could hear a sound from the garage but did not make it out to be the alarm. After awhile I realized it was the alarm, and ran to turn it off. The alarm was going off to what seem like a good 10 minutes or more. I never received a call from my service provider to check in and see if there was an issue. I did not even get a wellness check. This caused great concern, as I have PTSD. I am gone for work a great part of the day. It disturbed me to know that I am paying for a service provider to monitor my home, and I did not receive a call, to make sure there was no issue. I then came home a few days later to find poop in my driveway. I thought it had to be a neighbor's dog that got out, or a goose. I went on line to view the camera feed, there was no feed for over 6 hours. I then called Digital Life, and the young lady told me, the system started purging the recorded vidoes. I stated to her " The system is going to purge previous videos, not videos from the same day, or videos I have not reviewed. I also advised her. I have videos from last week still in ssytem so system would have purged last week videos. I requested to have the videos of that day. She stated to me they cannot get videos. The next day I went online to check the sensitivity just to make sure. The sensitivity was already set pretty high. It took me weeks to get the settings just right. I then went ahead and pushed the settings to high just to make sure. The next day Upper, the same thing. No videos being recorded at all. For over 6 hours. My neighbor hood has cars passing all throughout the day. During a certain time of day school buses are coming and going. There is no recording from the cameras at all. I do not have any recordings of the mail man, or of the garbage trucks coming or stopping at my home to pick up garbage. Because the system is literally turned off from about 8: 30am-3:45 PM. I happen to be home today, and looked out the window to see what was going on. Cars are passing. The cameras has no activity. I said let me see. I leave out or garage. There is no physical feed of me getting out of the car, and locking the garage. The only feed is of me backing out of the garage. The cameras sensitivity is changed to where it will not pick up movement on my property. Not even a loud garbage truck stopping in front of my home to pick up garbage. Everyday my cameras are disabled for over 6 hours. The cameras then start recording at approximately 6pm. I am filing an complaint on there two issues

---

**Ticket: # 1480542 - FBI & DHS illegally tampering with telecom devices in Vegas**

**Date:** 3/1/2017 1:44:53 AM

**City/State/Zip:** Phoenix, Arizona 85001

**Company Complaining About:** Fbi Harris Corp Dhs

---

### **Description**

Traveling on business. FBI DHS aircrafts are outside building. Agents are illegally monitoring and illegally interfering with telecommunication devices. Need FCC to stop and prevent FBI and DHS agents from illegal surveillance

---

**Ticket: # 1480585 - Interference- Jammer**

**Date:** 3/1/2017 4:05:38 AM

**City/State/Zip:** Albuquerque, New Mexico 87104

**Company Complaining About:** Centurylink

---

## **Description**

I'm crying out desperately for help? At (b) (6) NW Albuquerque, NM 87104, this guy has some RF Interference and a Jammer. It is literally killing my body, mind and my whole life. This has been going on yet I didn't realize it, I thought I was crazy...no I'm not he is. My Wireless Modem is messed up, my cell phone, TV and Me. Please put this on your priority list!

---

**Ticket: # 1481506 - Computer Virus being generated by Best Buy?**

**Date:** 3/1/2017 2:32:23 PM

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

**Company Complaining About:** Best Buy

---

### **Description**

In the last 4 months I have had the same virus twice. I had it remotely removed by the Geek Squad the first time. It masquerades as Microsoft alert. Give a phone number to call of 1-888-599-2475. When I went online this time to have the Geek Squad remove it, I quit because of the price. When I went back the virus was gone. I think they are creating it to boost sales.

---

**Ticket: # 1481983 - AdWare Scam**

**Date:** 3/1/2017 4:45:10 PM

**City/State/Zip:** Moultrie, Georgia 31768

**Company Complaining About:** Windstream Communications

---

## **Description**

Our family computer was hit with an AdWare attack. The phone number registered to (b) (6) promised to help solve the problem for a monetary sum. These people are the scum of the earth and I hope you can help get them shut down. Thanks!

---

[Ticket: # 1482675 - My phone and home all control](#)

**Date:** 3/1/2017 10:44:19 PM

**City/State/Zip:** Los Angeles, California 90005

**Company Complaining About:** AT&T

---

## **Description**

My iphone ipad all device control

Plaese help

---

**Ticket: # 1482966 - Re: Request updated: Frontier Communcation Galt,CA**

**Date:** 3/2/2017 10:03:09 AM

**City/State/Zip:** Galt, California 95632

**Company Complaining About:** Frontier Communications

---

## **Description**

This is a follow-up to your previous request #1372981 "Frontier Communcation Galt,CA"

blockquote, div.yahoo\_quoted { margin-left: 0 !important; border-left:1px #715FFA solid !important; padding-left:1ex !important; background-color:white !important; } I have been receiving letter from Frontier Communication stating that solve the problems which they haven,t . I got so tried of problems . I called other companies and disconnect my service with Frontier Communication and then they came out after the cancellation of service. Robert

Sent from Yahoo Mail for iPad

On Wednesday, January 4, 2017, 5:36 AM, FCC <consumercomplaints@fcc.gov> wrote:

(b) (6)

A large black rectangular redaction box covers the majority of the text in this section. The text "(b) (6)" is visible at the top left of the redacted area.

---

**Ticket: # 1482998 - internet scam**

**Date:** 3/2/2017 10:16:34 AM

**City/State/Zip:** Gales Ferry, Connecticut 06335

**Company Complaining About:** Comcast

---

## **Description**

Wednesday March 1 I received an internet message that I had received a virus and the computer would be shut down and information put in jeopardy. This is the second such scam I have received and the present screen is locked down. They say they are windows technicians and ask to call 844-835-0929 so the computer can be cleaned. Of course they say there is a fee involved.



---

[Ticket: # 1483023 - you allowed spectrum a monopoly](#)

**Date:** 3/2/2017 10:29:36 AM

**City/State/Zip:** Harrison, Ohio 45030-1621

**Company Complaining About:** Time Warner

---

### **Description**

My bill went up 40 dollars and now they want another 20.00 This is disgraceful and I will point out in my news papers, tv reporters and other means the treachery of how you let this happen.

---

**Ticket: # 1483423 - COMCAST BLOCKING SELF OWNED MODEM AND INTERRUPTING SERVICE**

**Date:** 3/2/2017 12:51:48 PM

**City/State/Zip:** Antioch, Tennessee 37013

**Company Complaining About:** Comcast

---

**Description**

I purchased my own modem to use with XFINITY comcast internet. I received a call from the "REVENUE ASSURANCE DEPARTMENT" to ask questions like where it came from etc. THIS WAS NOT A XFINITY MODEM so was NOT STOLEN AND IT WAS WORKING AND THE MODEM INFORMATION (MAC and SN) autoloads when you activate it! THIS IS AN ATTEMPT TO ENSURE \$10 a month rental fee by disabling my self owned device. THIS IS ILLEGAL AND I WANT SOMETHING DONE ABOUT IT! I want my model credentials restored IMMEDIATELY!

---

**Ticket: # 1483462 - ISP FORTENET SECURITY SERVICE BLOCKING AN CLEAN ADVOCAY WEB SITE!!!**

**Date:** 3/2/2017 1:04:21 PM

**City/State/Zip:** Waterloo, Iowa 50703

**Company Complaining About:** Mediacom

---

### **Description**

I HAVE SUBMITTED NUMEROUS COMPLAINTES TO OUR SERVICE PROVIDER MERIACOM AND THIER CLIENT COUNTRY VIEW NURSINING HOME FOR SEVERAL WORTHY PETITIONS AND NOW I AM BEING BLOCKED FROM CONTACT AS I HAVE A POPULAR PETITION TO IMMPEACH DONALD TRUMP NY THE REGISTERED VOTERS OF THE UNITED STATES OF AMERICA!!!! THIS BLOCKING IS INTENTIAL AND BY OTHERS OUTSIDE OF MEDIACOM AND IS A FIRST ADAMEMENT VIOLATIONOF THE CONSTITUTION!!!! SERIOUS CRIME IF IT CONTINUES!!!

---

**Ticket: # 1483793 - Re:FOLLOW UP ON 1285619, SERVICE, UNSATISFACTORY and AT TIMES NO SERVICE OVER A 2 YEAR PERIOD**

**Date:** 3/2/2017 2:43:05 PM

**City/State/Zip:** Sterling Hts, Michigan 48312

**Company Complaining About:** Comcast

---

### **Description**

KINDLY, have a representative from FCC PHONE us (b) (6) Thank you. This is a follow-up to your previous request #1285619 "SERVICE, UNSATISFACTORY and AT TIMES NO SERVICE OVER A 2 YEAR PERIOD"

---

**Ticket: # 1484543 - Fishing email-Fraudulent Email**

**Date:** 3/2/2017 6:20:15 PM

**City/State/Zip:** Salado, Texas 76571

**Company Complaining About:** Centurylink

---

## **Description**

I have been getting fraudulent emails from Purported Microsoft and it takes over my computer. I am apparently not the only one. It says: err 13658Po8911dc202 and to ca;; (b) (6). Email address Accessfilealatererror.com sags: I know it is not from Microsoft because they would send an email. It takes over my computer and I have the best protection I can get and it goes past it. I can shut off my computer for 5 minutes and then restart. It will go away for awhile then take over again. It is recurring.

---

**Ticket: # 1484626 - Non Payment by Google AdSense**

**Date:** 3/2/2017 7:05:09 PM

**City/State/Zip:** Vancouver, Washington 20850

**Company Complaining About:** Google AdSense

---

**Description**

Hi staff no payment for Google ads hosted on my website over ten years ago. This website was hosted in Canada with ads for our interests in Canada. Ads not compatible so I stopped working with Google. I did not make more then 500.00 us therefore not mandatory to pay taxes to US. However I am obligated to pay taxes in Canada. However, I have been unable to access my account page or reset password to get paid. All links given me in pages sent did not work. here is last page given me if you can get the links to work let me know but I have not been able to get anything to work to be paid. sadly (b) (6) Mar 2/17 (b) (6) please email only message center given here x9993

You Still interested in using Google AdSense? Let us know.

Tue 2014-09-16, 8:18 AM

Hello,

We noticed that you haven't logged in to your Google AdSense account or generated an ad impression in over two years. If you're still interested in participating in the AdSense program, you'll need to log in to your account within the next 30 days.

If you've forgotten the password to your Google AdSense account, you can reset it. You're also welcome to visit our login troubleshooter designed to help you to regain access to your account.

If no action is taken within 30 days, we'll begin automatically closing accounts that have not had any impression or login activity for the past two years. Earnings accumulated on your AdSense account fall above our payment threshold, which means you can receive a final payment if you complete all required payment verification steps.

If after your account is closed you'd like to start using AdSense again, you're welcome to request reactivation of your account at any time. Simply log into your Google Account and then visit [www.google.com/adsense](http://www.google.com/adsense).

Thank you for your participation in the AdSense program.

Sincerely,  
The Google AdSense Team

© 2014 Google Inc. 1600 Amphitheatre Parkway, Mountain View, CA 94043

You have received this mandatory email service announcement to update you about important changes to your AdSense product or account.

---

**Ticket: # 1484708 - Illegal blocking of self help conference line**

**Date:** 3/2/2017 7:50:57 PM

**City/State/Zip:** Croton-on-hudson, New York 10520

**Company Complaining About:** Cablevision

---

## **Description**

Number 1 (b) (6) a self help conference line was suddenly blocked by provider Cablevision alteris. I have bundled service which includes unlimited calling within the US. I contacted them on March 1st advised of access issue 2xs asked if there was a service policy change or financial issue and was told No by 2 different reps. 1st rep said he would reset my modem asked me to wait a little while and try again no results. 2nd rep took report for technical team asked specific questions I heard keyboarding said he would send tech support request and someone would contact me. It's now 24 hours later and no positive outcome, assurance of same or contact from anyone at this company. Please investigate



---

**Ticket: # 1485042 - cyber threat**

**Date:** 3/3/2017 7:01:24 AM

**City/State/Zip:** Clinton, Maine 04927

**Company Complaining About:** Time Warner

---

## **Description**

My laptop became locked and a message appeared that gave a phone # to call stating I would not be allowed to access the network if i did not call them. The # i called is 855-250-6590 where a man stated that i had reached microsoft and he would help uninfest my computer....for \$399.00 Who ever this is was able to lock me out of my network until i called them...they held my computer hostage basically!

---

**Ticket: # 1485065 - Internet bullying**

**Date:** 3/3/2017 8:42:45 AM

**City/State/Zip:** Goose Creek, South Carolina 29445

**Company Complaining About:** AT&T

---

## **Description**

Twice now, AT&T has shut off our internet to try and force us to move to their U verse network even though our account has never been delinquent. Last night, the lady was extremely rude to me when I told her I couldn't hear her because of the background laughter and carrying on. She said "you can't hear me cause I'm not talking. When I'm talking you'll hear me." I told her that was rude, and she told me not to worry about what was going on behind her. She then put me on hold "to run tests" and came back 60 secs later and said the only thing to do was either for us to "try a new router, or just switch to their fiber network." Since we hung up, we can't even get a router to connect at all. I would like an apology for the way we were treated and a for them to fix this and reimburse us for our downtime due to their tactics. The guy we talked to the first time admitted they turned it off in order to make us call them to try and sell us U verse. We told them that was wrong to do.

---

**Ticket: # 1485356 - internet fraud and malware hacking**

**Date:** 3/3/2017 11:42:43 AM

**City/State/Zip:** Stillwater, Oklahoma 74074

**Company Complaining About:** Sprint

---

## **Description**

individual(s) with sophisticated technology after techs at sprint did a clean sweep of my android samsung galaxy s7 still have been manipulating into my device and responding to every one of my inquiries on 5 different dating apps through google play store. names: (b) (6)  
(b) (6) and (b) (6) (b) (6) fulton ny 13069, works at cardinal health distribution as internet networking troubleshooter. (b) (6). personal cell (b) (6) or home (b) (6). email addresses unavailable. i have filed with the fbi on randy but not gregory but will presently. although i have no physical proof of these persons presence on my device, any assistance in removing these individuals from access to seizure of portions of internet apps and /or data will be of great help and will be appreciated.

(b) (6)

---

**Ticket: # 1486349 - Internet**

**Date:** 3/3/2017 4:39:49 PM

**City/State/Zip:** Rockville, Indiana 47872

**Company Complaining About:** AT&T

---

## **Description**

I have been fighting with att for a year now to get my internet fixed that keeps dropping or freezing up to the point that I have to restart my router several times a day somedays 30 plus times. They have only sent a repair technician out twice to look at my lines and router the first time they sent someone out the technician never even showed up after I waited all day. On Monday of this week I spoke to dispatch supervisor who said his name wasn't Harold and guaranteed me someone would be here by 2 as I had to leave for work at 3. The technician showed up at 3 when I was leaving for work. I called att on my way to work and asked to speak to a supervisor multiple times and was never transferred to a supervisor instead I kept getting hung up on. I would like to get this problem fixed As it has been an ongoing problem for a year now.

---

[Ticket: # 1486650 - Follow up to file complaint # Ticket No. 1484543.](#)

**Date:** 3/3/2017 6:16:40 PM

**City/State/Zip:** Salado, Texas 76571

**Company Complaining About:** Centurylink

---

## **Description**

The Issue that the block says it is a Zeus infection.

---

**Ticket: # 1487071 - suspicious unsecure wifi**

**Date:** 3/4/2017 2:16:45 AM

**City/State/Zip:** Kansas City, Missouri 64119

**Company Complaining About:** T Mobile

---

## **Description**

There is an unsecured wifi named (b) (6) s wireless that has a strong signal only within my home. Over a period of months events transpires that I believe are related to the unsecured wifi.y devices would default to this particular wifi over my own due to signal strength. I was not aware due to not having experience with security threats and simply being naive to possibilities that exists. On the morning of November 21 2016 I was on my personal MacBook when I first realized my security and safety was compromised. I believe that through the use of this unsecure wifi, someone was able to observe and collect password for a period of time. I believe they also made small subtle changes to my account settings such as removing phone number for notification purposes. On the morning of November 20th, my world was turned upside down, my identity was undermined as a person, and for the first time in my life I will say I felt truly victimized. They made contact with my that morning with what I believe was a screen share. My keychain account was open, which I did not even know how to access until then, and I was verbally threatened. The person instructed me to click the lock under system preference or "it would get worse". I was called a few names. The communication was short and I only asked "Who is this?". The response was "Your boyfriends brother". They then advised me to "pay your bills Bitch", mentioned a couple dating sites and called me a "slut". I went into a State of panic and started to try to secure my computer. I took screenshots of the keychain pages that had been opened and tried to gain control as quick as possible and I did not follow their demand of clicking anything. I did not have a boyfriend so I was unable to know who "your boyfriends brother" was. I was not able gain control, and the computer did some odd things after that and then the screen share session ended. I was in a state of panic, felt threatened and turned the device off. I attempted to use my iPhone but somehow was unable to control that either. I managed to get the computer back on and gain control, I signed into Facebook and messaged my best friend that I was scared, there was a problem and please come over ASAP. Prior to her arrival I went to my smart tv to search on YouTube how to "fix" this issue that surely must be a glitch. That was when I felt pure terror, as my YouTube account had also been compromised. I pretty much sat in panic going from device to device trying to "fix " this issue I thought could be fixed. What I have described evolved into a whirlwind of me feeling a loss of control of my life and having to be on FMLA while I slowly gained control of my accounts. I learned about wifi security and devise setting to put me back in control. I started at my bank. I combined checking with my saving and closed checking. I also turned off online access. From that point on a lot transpired. I worked with Apple and my phone company to get to the place I am currently at. Feeling more secure.

I was able to look at email accounts and see that this was most likely premeditated due to my phone number being removed on the 16th of November. Certain things on accounts such as Facebook and email accounts had been altered yet I never received notifications the way I had set them up. I finally went off of FMLA last week and started have stopped hunting for answers. I didn't go to the police because I was exhausted after explaining the situation to Apple, my family, my doctor, and close friends. I also felt that the police were wouldn't believe me because proof is hard these scenarios and even harder when You keep resetting your phone to GAIN CONTROL. Apple did advise me to make a complaint with the FCC. So today, I told my boss for the first time, I felt strong enough to do this.

There are many more details and more I could go into, however this is the just of what I experienced. I would like the wifi investigated and removed if my suspicions are accurate.

---

**Ticket: # 1487504 - Internet Service is unreliable**

**Date:** 3/4/2017 4:38:12 PM

**City/State/Zip:** Fairport, New York 14450

**Company Complaining About:** Time Warner

---

## **Description**

Our internet speed seems to be OK when it is connected, but our connection frequently drops and then restarts. Because our service is regularly interrupted it is difficult to do anything online. We have called multiple times to try to get it fixed. We are confident the problem is not related to our wifi router or modem.



---

**Ticket: # 1487543 - Internet Connectivity**

**Date:** 3/4/2017 5:27:14 PM

**City/State/Zip:** Stone Mountain, Georgia 30088

**Company Complaining About:** Comcast

---

## **Description**

My Internet randomly goes out. When I speak with tech support they schedule a tech to come out and then I receive a call from advanced tech support before the appointment telling me the problem has been fixed. The service appears to be fixed and then after I cancel the appointment the intermittent problem begins again. Today my Internet went out and while attempting to reset my modem I logged into the modem router and my settings were changed. The MoCA setting was activated on my modem without my permission and without me speaking with any representative of Comcast. I am unsure of what the problem is, but it appears to be an internal/personnel problem VS a service issue, or equipment problem. When I last spoke to a representative I asked for telephone number or contact method for Comcast's executive office and was told they could not provide me with the information. I am hoping in submitting this complaint/concern my concern can reach the correct person to ensure the intermittent Internet and random changing of my modem's settings do not happen in the future.

---

[Ticket: # 1487807 - internet interruption during peak times](#)

**Date:** 3/5/2017 12:57:09 AM

**City/State/Zip:** Albuquerque, New Mexico 87106

**Company Complaining About:** Comcast

---

## **Description**

My cable constantly quits during high volume times. Calls to Comcast result in "you need a new modem" response. Modem has been replaced already, yet this is their only recommendation. They claim to provide a high speed service, but they are unable to deliver the service. Quits during prime time high volume time only.

---

[Ticket: # 1487860 - wireless intrusion](#)

**Date:** 3/5/2017 9:49:11 AM

**City/State/Zip:** Tavernier, Florida 33070

**Company Complaining About:** Xfinity

---

## **Description**

on a weekly basis xfinity attempts to be my internet provider. we are att customers and have not experienced any problems with their service. on an irregular basis as i am signing into safari/att i do not get a connection right away. when i check on the signal source i find that i am no longer on my home network but i am on xfinity-i switch to my network and everything proceeds normally. my complaint is that xfinity should not be able to access my system, i think they are overstepping their bounds.

---

**Ticket: # 1487916 - Pop Up**

**Date:** 3/5/2017 12:38:52 PM

**City/State/Zip:** Rutherfordton, North Carolina 28139

**Company Complaining About:** Unknown, Just A Phone Number:1-844-763-5838

---

**Description**

It pops up and stops my computer's internet from operating

---

[Ticket: # 1487999 - convenient disruption of streaming video](#)

**Date:** 3/5/2017 2:52:29 PM

**City/State/Zip:** Westford, Massachusetts 01886

**Company Complaining About:** Comcast

---

## **Description**

My family and I do not wish to use the material that Comcast provides as television viewing. We have young impressionable children that could possibly watch the wrong things. My wife purchased services through Netflix and Amazon. It seems every time we have used this service for a movie or shows we have interference of the streaming materials. I have previously called twice before and they resolve the issue after approximately 30-60 minutes. They are interfering with the streaming and want us to purchase their materials. I know this because my computer is wireless but the streaming video is hard wired with an HDMI cable. All usually goes well. Until they interfere with the video. I can always connect to the internet (wirelessly) but the connection is stopped through the (hard wired) device. I personally do not like the service but do not wish to move to Verizon, my only other option. I believe this problem exist from an email to the regional director that complained regarding their increased fees. It may look like the provider (Netflix-Amazon) may be to blame but in checking the transmission, it has been severed. I wouldn't ask for a query into this but it always seems to happen after halfway of the movie being shown. This last instance I was approximately 20 minutes from the end. It seems always at a climatic event. They shouldn't be able to do this to customers to say they can provide better service. I know it is them and not the streaming video providers. I am able to check the settings. I walk through it with the technician.

---

**Ticket: # 1488054 - Provider-rejected e-mails**

**Date:** 3/5/2017 4:28:08 PM

**City/State/Zip:** Lake Wylie, South Carolina 29710

**Company Complaining About:** AT&T

---

## **Description**

Provider-rejected e-mails

During the past year I have increasingly a problem with the delivery of e-mails.

1. E-mails, which I am sending out get rejected by "the provider". Providers like Google, MSN, Microsoft, Yahoo, Gmail, Hotmail, AOL. This concerns e-mails, which I am sending to customers, suppliers, friends and family. It happens with a single e-mail sent or a couple of hundred sent in sequence with the same text apart from the name of the addressee and the e-mail address.

2. E-mails, which I am supposed to receive from customers, suppliers, friends and family do not arrive.

For both situations, contacting the sender respectively the recipient, the e-mails are not blocked. Very close friends, our most important customers and suppliers as well as our family members got involved in these communication problems.

I want to state here very clearly that the providers are destroying a perfectly efficient communication tool.

My question is: Who gives those companies the authority to decide who receives e-mails from whom?

Are we on the way to life like in the book "1984" where "Big Brother is watching you"? Just not the government but private business. That has to stop immediately!

The only entity, which should be allowed to reject e-mails is the receiver of an e-mail, never the provider.

It should become obligatory for every participant in e-mailing to use a well-functioning spam filter, which can be set to remove unwanted e-mails, whether based on the e-mail address, the domain or certain terms in the e-mail text.

Please take the necessary action to stop the providers from going very much past their authority.

---

**Ticket: # 1488129 - Internet connection non-existent and unreliable**

**Date:** 3/5/2017 6:29:42 PM

**City/State/Zip:** Abingdon, Maryland 21009

**Company Complaining About:** Comcast

---

## **Description**

I had Verizon dial up for over a year and had more reliable service, speed, and reliability than I currently have from Comcast. I switched to Comcast a little over a year and a half ago and have had unreliable and trouble with my internet from the start. I am paying for their Blast service and have logged well over 25 complaints in the last year. I call spend two hours on the phone while they walk me through troubleshooting only to have them tell me that their tests show it's working but on my end it's not. We have had techs come out a couple times and fiddle with wires and leave saying it's all fixed and it's not. I spent over a thousand dollars on their service and have received sub par performance. I was told at one point that they were aware of a disruption in our neighborhood but never sent out a Tech to locate it. They inferred someone may have been tapping into the line. So instead of finding the source they offer band aid quick fixes for this gaping wound in service. I am so tired of having them as my only choice. For some reason they monopolize the area in which I live and my only other option is Verizon dial up. I used to have Verizon Fios when I lived 20 minutes north of where I do but was told Verizon was not allowed to service our area. As a consumer why do I not have a choice in my high speed internet provider? Why must I be stuck with Comcast and it's terrible service, lazy technicians, and customer support from a foreign country? I can't even understand them when they try to help me troubleshoot my issues. I am beyond frustrated and don't know where else to turn.

---

[Ticket: # 1488247 - False connection speeds and connection](#)

**Date:** 3/5/2017 11:05:36 PM

**City/State/Zip:** Crawley, West Virginia 24931

**Company Complaining About:** Frontier Communications

---

## **Description**

My ISP has falsely provided connection speeds and reliability with connection. Daily, if not hourly, I am resetting the modem/router (provided by Frontier). They are providing less than acceptable service they promote on their website and over the phone. A technician has visited 3 times now with no resolution. I will continue to escalate this until it is resolved. I pay for broadband Internet but hardly receive this service.



---

[Ticket: # 1488528 - internet speed](#)

**Date:** 3/6/2017 11:09:20 AM

**City/State/Zip:** Bloomingdale, New Jersey 07403

**Company Complaining About:** Optimum

---

### **Description**

Optimum has choke off my speed so I have to buy next level of speed.

---

**Ticket: # 1488607 - Computer scam**

**Date:** 3/6/2017 11:48:21 AM

**City/State/Zip:** Pagosa Springs, Colorado 81147

**Company Complaining About:** Centurylink

---

## **Description**

In Sept. A pop up on my computer informed me that my computer was at risk and I must contact Windows immediately. Stupidly I called the number and was told I must pay them \$99 to fix the problem. I charged it to my credit card. Several weeks later they called me saying that now my computer had a Trojan and if I would go to my online bank they would refund my money. I refused. They said they would require several hundred dollars to fix the new problem. They froze my computer. Since that time I have been receiving multiple calls a day which I now refuse to answer. I requested they stop calling, instead they use different phone numbers. I finally took my computer to a repairman and he said it was a scam

---

[Ticket: # 1488779 - inadequate internet and cable tv service](#)

**Date:** 3/6/2017 12:48:08 PM

**City/State/Zip:** Port St Lucie, Florida 34983

**Company Complaining About:** Litestream

---

## **Description**

As the management company for St Andrews Townhomes and Villas , we receive daily verbal complaints of the poor internet service. We have attached letters and emails from a few residents who put their comments in writing about their frustration with LITESTREAM . We have tried to send certified letters to the consumer complaint dept and they are returned as undeliverable

---

[Ticket: # 1490650 - DSL Interference with Verizon](#)

**Date:** 3/7/2017 10:26:54 AM

**City/State/Zip:** New York, New York 11213

**Company Complaining About:** Verizon

---

## **Description**

Postal Mail Ticket Ready For Data Entry

---

**Ticket: # 1492288 - neighbors jamming wireless signals**

**Date:** 3/7/2017 6:16:50 PM

**City/State/Zip:** Montebello, California 90640

**Company Complaining About:** Charter

---

## **Description**

I strongly suspect, based on my neighbors activity, that they are intentionally jamming my home's wifi signals. My cellphone becomes unusable and the battery power starts to drop significantly when they are home. Our cordless home phone signals are interrupted and our router's wifi signals are blocked from connecting to our other wireless devices. Radio frequencies become full of static noise and automatically switch to a different station. When they are not home everything runs smoothly. As soon as they return everything goes haywire. They are renting the home. The previous owner, deceased, had a ham radio set up in one of the bedrooms. To my knowledge that equipment was removed, however I don't know if any wiring was left behind when his daughter inherited the home and she in turn rented out the property. We are afraid that at worst, they may be running some type of illicit business, and at best are intentionally jamming our signal. But, something just doesn't feel right. We have lived in our home for 50 years. We have a really good feel for what's right and not right.

---

**Ticket: # 1492954 - NOT ALLOWING ACCESS TO AN ADVOCY WEB SITE WITHOUT JUST CAUSE!!**

**Date:** 3/8/2017 5:57:47 AM

**City/State/Zip:** Waterloo, Iowa 50703

**Company Complaining About:** Cedar Falls Utilities And Their Fortinet Firewall Which Is Willy Nilly In It;s Blocking!!!

---

**Description**

they are still blocking my access to social change petition web sites and it's annoying me tremendously!!!

---

**Ticket: # 1494106 - Issues**

**Date:** 3/8/2017 3:31:02 PM

**City/State/Zip:** Huntley, Illinois 60142

**Company Complaining About:** Comcast

---

## **Description**

I have had Comcast service for yrs my name and my wife's name I have called and called since 2013 about the Internet service and trying to have them come out and check the wiring for weak signal and they have just keep on brushing me off and I have decided to be late on my payments cause why should someone pay on time for service they haven't gotten for two yrs and I pay it but I pay it late and I can never get anyone to understand what I'm going thru it's not just me and my wife but my kids are in college and need Internet and we re not getting what we need or what we were promised my kids just end up going to the library and getting stuff done there cause they can do much here. My bill has be going up and up a two yr agreement was set up for the price 148 a month now I'm at 192 a month I have call many time they have taken care of it for a month and then it goes back up again idk I haven't had anything good come from this provider only issues and issues I have spent more then an 1 everytime I call and try to get this fixed Every other month.

---

**Ticket: # 1495396 - advertisement**

**Date:** 3/9/2017 9:21:46 AM

**City/State/Zip:** Guilford, Connecticut 06437

**Company Complaining About:** AT&T

---

## **Description**

Unwantd ad on my computer. I tried to remove it, it will only open. site-

[https://www.lendingtree.com/info/reverse-mortgage-right-for-](https://www.lendingtree.com/info/reverse-mortgage-right-for-you?esourceid=6217966&cchannel=content&csource=yahoogemini&ccontent=ReverseMortgage65Desktop&cname=howmuch&ccreative=rm5&cproduct=rm)

[you?esourceid=6217966&cchannel=content&csource=yahoogemini&ccontent=ReverseMortgage65Desktop&cname=howmuch&ccreative=rm5&cproduct=rm](https://www.lendingtree.com/info/reverse-mortgage-right-for-you?esourceid=6217966&cchannel=content&csource=yahoogemini&ccontent=ReverseMortgage65Desktop&cname=howmuch&ccreative=rm5&cproduct=rm)



---

[Ticket: # 1496244 - Xfinity Internet Hotspot](#)

**Date:** 3/9/2017 2:23:58 PM

**City/State/Zip:** Nashville, Tennessee 37214

**Company Complaining About:** Comcast

---

### **Description**

I use ATT internet at my home; however, my service consistently gets interrupted by by being redirected to a Comcast/Infinity internet connection. This connection takes me to an advertisement for Infinity service. These interruptions interrupt my internet browsing and my work. I need for this to stop immediately.

---

**Ticket: # 1496329 - iYogi Support is continually calling/soliciting me**

**Date:** 3/9/2017 2:42:27 PM

**City/State/Zip:** Flushing, Michigan 48433

**Company Complaining About:** Verizon Wireless

---

### **Description**

I am receiving relentless and numerteleohone calls from "iYogi Support" saying they are monitoring my home computer and they want to "fix" the issues. I believe they may be causing the issue and then want me to pay them to remove the bugs. The last phone number I have is not complete 604-531-026x I also have this number 866-914-9049.. and an email feedback@iYogi.net. Just after my computer ewas locked up I started receiving their calls. I suspect they are the cause of the lock up.

---

[Ticket: # 1496414 - Fraudulent interruption on my iMac pretending to be an "APPLE" repair service.](#)

**Date:** 3/9/2017 3:02:49 PM

**City/State/Zip:** Garfield, Arkansas 72732

**Company Complaining About:** Directv

---

## **Description**

Almost impossible to cancel video and audio. I know its a scam. I fell for this once before. They just pop up at anytime. I have contacted CENTURY LINK & APPLE with no help. Can you track these scammers down? I can get the phone number next time they show up.

---

**Ticket: # 1497234 - Blocking use of internet**

**Date:** 3/9/2017 7:20:19 PM

**City/State/Zip:** Portland, Oregon 97201

**Company Complaining About:** Comcast

---

### **Description**

They break in while I am using the internet and say that my adobe flash player is out of date. i do not have adobe flash player or reader. I do not want it. Games I play are blocked with [INSTALL ADOBE FLASH PLAYER] which does not work even when you click on INSTALL NOW]

---

**Ticket: # 1499216 - Horrible service**

**Date:** 3/10/2017 5:20:07 PM

**City/State/Zip:** Hyannis, Massachusetts 02601

**Company Complaining About:** Comcast

---

## **Description**

I cannot get Comcast to solve, listen to my complaint. Every single time I get fed up with my intermittent internet connection and lousy email format, not being able to access on demand intermittently, not being able to use my wifi I call them and I get disconnected. They told me on my last hour and a half online chat that they would have cable call me back in an hour, never happened, then my modem was reset after our chat ended for the fourth time, and I would have to contact the online department, the Internet department and the email department. When I could not get on demand, they told me I had to go to the store and get a better modem, when I called customer service, they told me I had an updated modem, I hate them, they charge 240.00 for nothing, highway robbery, should be illegal.

---

**Ticket: # 1499444 - PCAcceleratePro & Instant support**

**Date:** 3/10/2017 7:04:53 PM

**City/State/Zip:** Radford, Virginia 24141

**Company Complaining About:** Pccelerate Pro & Instant Supprot

---

## **Description**

This company is a scam that attempts to load malware on to peoples computers then leave a number that leads you to a call line were the people on the other end try at no end to scam you, I explained I worked for an IT company at one time and understood this stuff to some extent. I clearly knew it was a scam and refuse to give anything other than a fake first name but explained to the person I knew what this was and demanded directions on how to uninstall it the guy CONTINUED TO ATTEMPT TO SCAM ME AND ASKED FOR THINGS I KNEW AND PREVIOUSLY HAD REFUSED TO GIVE EACH TIME I REFUSED. This malware was so bad I almost had to take it to a professional to get it uninstalled. I finally got fed up up and hung up and they tried calling from another number! The number I originally was given too call was 866-572-6507 and they called back from 866-740-0390

---

**Ticket: # 1499537 - wireless being slammed causing disconnects**

**Date:** 3/10/2017 8:09:04 PM

**City/State/Zip:** Orange, Massachusetts 01364

**Company Complaining About:** Verizon

---

## **Description**

have filed complaint on this subject but have not heard back . for example . during last 7 days every other day my wireless after between 6 pm and 9 pm is getting hammered by some source bad enough to disconnect me completely from the internet. resetting the router only lasts for a few minutes and then the wireless ramps back up and kicks me out again . today friday march 10 2017 at about 6:15 my wireless was hit hard and pushed me off. repeatedly only 2 wireless devices where on neither was using the internet . one a play station 4 using an internal game disc other is an I phone sitting on floor not being used but my wireless is still being slammed so hard I am being completely disconnected from the internet. only viable possibility is a ham radio operator that has a 1 kw transmitter and die pole antenna 100 feet from my house . this interference has lasted all night and does not go away . and lately has been every other day . yesterday we has three devices on with no problems tonight 2 days ago and 4 days ago 6 pm and on unable to use internet . will run for 5 minutes and disconnect over and over . router reset does not clear it. verizon has determined that interference is from outside source.

---

**Ticket: # 1499763 - DSL Extreme not moving service**

**Date:** 3/10/2017 11:22:33 PM

**City/State/Zip:** San Jose, California 95123

**Company Complaining About:** Dsl Extreme

---

## **Description**

I have moved to a new address where the last tenet had service with DSL Extreme. I am trying to get U-verse service and ATT won't allow me to have service because that DSL Extreme service is still active. I have been talking with ATT and my landlord who are all trying to help me get service but DSL Extreme will not do anything because the "end user" is still using service and paying there bill. I moved into my apartment on March 1st and the last time that person paid their bill was March 1st. Apparently this person moved from my apartment to another apartment in the SAME apartment complex but never switched the service. So this company DSL Extreme is allowing someone to have service at the wrong address. This is not right and the tenet has yet to call in and change his service address. I've been without tv and internet for over a week and have been working on this prior to moving in and this person still has not changed service. I am going to call DSL Extreme again on Monday 3-13-17 to see if services have been moved.



---

**Ticket: # 1499935 - I been hacked and they are doing sexual psychological warfare**

**Date:** 3/11/2017 10:57:39 AM

**City/State/Zip:** Miami, Florida 33196

**Company Complaining About:** Comcast

---

## **Description**

(b) (6)

---

**Ticket: # 1500183 - Cox Communications**

**Date:** 3/11/2017 3:40:17 PM

**City/State/Zip:** Avondale, Arizona 85323

**Company Complaining About:** Cox

---

### **Description**

I needed to lower my internet package with Cox from 150 Mbps to 15 Mbps, I have used the lower tier before without problems, but now it seems that they are purposely throttling my service as I have had nothing but problems since I downgraded. I have a modem from Cox and never had issues until I stopped using one of their top tier internet packages. I have contacted Cox and they are bent on sending out a technician when there is no reason to have one come out since my internet service was working fine before I downgraded. I don't believe this kind business practice should be ignored or allowed.

---

[Ticket: # 1500358 - Blocking of Roku channels](#)

**Date:** 3/11/2017 8:02:55 PM

**City/State/Zip:** Lawrenceburg, Tennessee 38464

**Company Complaining About:** Charter

---

### **Description**

Charter is blocking access to the Roku channels and UTube. Contacted company and confirmed this action.

---

[Ticket: # 1500515 - Charging to fix their problem](#)

**Date:** 3/12/2017 7:21:04 AM

**City/State/Zip:** Norman, Oklahoma 73072

**Company Complaining About:** Cox

---

## **Description**

I have had internet connection issues for months. Cox has switched out modems and lines, but cannot solve the issue. Now they want to charge me \$20 to switch the modem out myself, or \$75 to send a tech to do it. Why should I have to pay for them to fix their issue?

---

**Ticket: # 1500542 - Tory and Mark Livingsont 4311 Hampton Lane has Internet and security camera jammer installed**

**Date:** 3/12/2017 10:33:03 AM

**City/State/Zip:** Bowie, Maryland 20720

**Company Complaining About:** Verizon

---

**Description**

My neighbor, (b) (6) (b) (6) also goes by the alias of (b) (6) (b) (6) of (b) (6) (b) (6), Bowie MD 20720 has a jammer installed and aimed at my home. (b) (6) has previously vandalized my property and has installed a jammer to rainy the airwaves to avoid (b) (6) my security camera from being able to detect actions. I was able to take pictures depicting the laser beam from the jammer. The (b) (6) (b) (6) are maliciously doing this because I have a State of Maryland Circuit Court Peace Order against (b) (6) (b) (6). I am a cancer survivor and prone to cancer and need your help to detect and disable this technology and fine them for maliciously trying to cause harm to me and my family. The jammer has also degraded my internet service. My internet sporadically works when they turn the frequency up. I had never had a problem with internet service for the last 16 years until taking (b) (6) to court June 2016. (b) (6) and (b) (6) (b) (6) are new to the neighborhood and has resided at (b) (6) (b) (6) for 14 months. They are purposefully using this jammer in retaliation because they did not want me parking my truck on the public street in front of my mailbox. I am desperately needing someone to come out and verify and detect these jammers. I have called ADT and Verizon on numerous occasions but was told by their individual representatives/customer service agents that neither of those companies have the technology needed for JAMMER DETECTION. I am providing copies of my photos as proof for your view of the laser beams. Both, my ADT security cameras and my cell phone camera were able to pick up the display of the laser beams at varying times. Verizon had to come out to add a splicer to my cable line because (b) (6) (b) (6) cut my communication line. In one of the pics you can see the jammer laser being aimed at the exact location where the white flag with the pink ribbon is located. This is where the splicer is buried underground and Mark and Tory are aware of the splicer's location. My Peace Order expires 4/7/17, after which time, I will not be able to seek legal help for this peace order violation. I urgently need someone from your office at the FCC to please come to my home at (b) (6) (b) (6), Bowie, MD 20720 to investigate and detect these jammer beams being aimed at my house from the property of (b) (6) (b) (6), Bowie, MD and prosecute (b) (6) (b) (6) and (b) (6) (b) (6). Such radiowaves/airwaves, I believe, can cause additional cancer triggers and can be detrimental to my health. I can be reached at (b) (6) (b) (6). Sincerely, (b) (6) (b) (6)

---

**Ticket: # 1500584 - Internet blocking**

**Date:** 3/12/2017 12:13:53 PM

**City/State/Zip:** Mount Pleasant, Pennsylvania 15666

**Company Complaining About:** Paris Hotel, Las Vegas

---

### **Description**

I use verizon for cell provider. Spent 4 nights at Paris Hotel in Las Vegas. Could not recieve sevice on 30 th floor. When I restarted phone I could get service for about 20 seconds then it would go out again. I strongly believe they were intentionally blocking signal.

---

**Ticket: # 1500870 - Century Link/X Finity Jamming**

**Date:** 3/12/2017 7:55:49 PM

**City/State/Zip:** Los Alamos, New Mexico 87544

**Company Complaining About:** Centurylink

---

## **Description**

We are subscribed to Century "High Speed" Internet.

We purchased a new "Secure Modem" for \$110.00 in January of 2017.

Our internet speed is extremely slow aswhenever we attempt to log in to our account we receive a sales notice from X Finity Wireless, it blocks our internet service an we are unable to access our Century Link access.

Please advise, this is very confusing and concerning.

---

**Ticket: # 1502155 - hilton hotel interfering with mobile data**

**Date:** 3/13/2017 2:55:17 PM

**City/State/Zip:** Wylie, Texas 75098

**Company Complaining About:** Hilton Hotels

---

## **Description**

Every time I enter the DoubleTree Hilton Hotel in Richardson, Texas, my wifi automatically connects to the HHonors wifi. (I am not a member, nor am I a guest). The hotel confirmed it is not a secured wifi, so I disconnect. My mobile data usage then soars. On 4 different occasions over 2 yrs, I have watched this occur. My typical mobile use is 15-45 mb per day. When I enter the hotel and turn off their wifi, it goes to 100-300 mb for just a few hours and I'm not on the internet or streaming anything. I feel forced to chose their wifi or go over my data plan. This is probably done for business travelers, so they are forced to chose the Hilton honors unsecured wifi. I guess it's free but being forced into an unsecure WiFi connection is a dirty trick and just as bad as jamming the mobile signal. Love to know what they are doing with your signal and internet traffic if it's "free". Not sure how legal it is to unknowingly be connected to a business' unsecured wifi. That doesn't pass the smell test. I now turn my phone off when I enter their hotel.



---

[Ticket: # 1503255 - Verizon commercial messing up streaming.](#)

**Date:** 3/14/2017 1:39:05 AM

**City/State/Zip:** Tonawanda, New York 14150

**Company Complaining About:** Time Warner

---

## **Description**

Everytime that verizon commercial comes on it goes blank, with no picture. It only happens with that commercial on fx on demand. So everytime I select a video that has that commercial everything goes dark and I can't view anything. It is not my TV, or HD cable. It seems its that commercial only. Every other commercial is fine and does not effect my viewing at all, but when verizon comes on everything shuts down. Please do something. Banned them or get rid or there virus commercial.

---

[Ticket: # 1503311 - Jamming/Blocking\(including Wi-Fi\)](#)

**Date:** 3/14/2017 8:07:57 AM

**City/State/Zip:** Huntsville, Alabama 35806

**Company Complaining About:** Comcast

---

## **Description**

Comcast is repeatedly blocking our Internet access and multiple businesses, friends and family members from sending emails as they are ALL being returned undeliverable and we get constant messages saying our Administrator is blocking our access as we try to connect to wifi-(HOME 4E-7F.) We live in a corporate suite that includes this Internet service provider. Our computer has also been hacked repeatedly 3-4xs weekly.

---

**Ticket: # 1503326 - Re: [FCC Complaints] Re: Jamming or blocking of the internet and threats of death violence and harassment because of corporate fraud**

**Date:** 3/14/2017 8:41:20 AM

**City/State/Zip:** Sleaford, Colorado 80202

**Company Complaining About:** British Telecom

---

## **Description**

This is a follow-up to your previous request #1431181 "Jamming or blocking of the ..."

Dear FCC

My wife is behaving erratically please could you ensure a stalker isn't tracking and stalking her health. I believe a health stalker risk of biological system failure police incident number 003117 of 10/03/2017 possible (b) (6) and high level policing.

In addition at risk of losing my library rights because the County Council have restricted the accounts on a record deleting system my identity would be promised to restriction. Please forward to NCS or CIA.

Thank you

(b) (6)

---

---

**Ticket: # 1503410 - Comcast**

**Date:** 3/14/2017 10:10:12 AM

**City/State/Zip:** Takoma Park, Maryland 20912

**Company Complaining About:** Comcast

---

## **Description**

Recurring issues with Internet. I have complained about slow service for many months. Comcast has sent at least three "technicians" to fix the problem. Each one has found different issues. I requested that a manager show up—someone who was an expert. However, the last one admitted that he was new and had no idea. So, he left without any diagnosis or work at all. He then tried to return three hours later—well after the time we had agreed to be home—stating that his boss told him ours was “urgent” and needed some work. By that time, we had left home. Now Comcast has charged us \$40 for this visit—which resulted in (1) inconvenience to us and (2) no diagnosis, change, or work at all. We not only should not be charged for this visit, but also we should be reimbursed for our time in being home for nothing and continuing to experience outages. Thank you.

---

[Ticket: # 1503604 - Internet service](#)

**Date:** 3/14/2017 11:50:08 AM

**City/State/Zip:** Simsbury, Connecticut 06070

**Company Complaining About:** Comcast

---

## **Description**

I have been calling Comcast for several months to resolve an internet issue. I cannot load another web pages other than Apple and Google and I have intermitted wifi. The problem is they updated their firmware and I need to have the IPV4 address provisioned. I cannot get a tech qualified to understand this problem and resolve this issue.

---

**Ticket: # 1503936 - Chase Bank, Wells Fargo, Verizon Wireless, Text Messaging/Data Transfer, DFW Airport American Airlines Baggage Claims 3/2017 USA**

**Date:** 3/14/2017 1:51:21 PM

**City/State/Zip:** Washington, District Of Columbia 20002

**Company Complaining About:** Cox

---

## **Description**

On the very early morning of Tuesday, March 14, 2017, inside of Dallas-Fort Worth Intl Airport within the City of Irving, State of Texas, USA, a disguised black in skin color seemingly male dressed as a homeless man was witnessed using some sort of electronic device to unlawfully intercept phone calls and record buttons pushed on a public telephone inside of Terminal A in front of American Airlines baggage claims area A29 at 3:40 AM CDT. The disguised homeless black male wore a navy blue/gray Dallas Cowboys baseball hat, light gray overalls zipped all the way down to his crotch area to show that he wore a navy blue buttoned down shirt and slacks underneath the overalls, turquoise/gray socks which he relaxed them atop custom made sneakers colors of light gray/turquoise/white, which he also had a navy blue/black backpack with him situated to the right of where he had laid his head/torso to the right to rest, or so it seemed. Everytime I made an attempt to contact my bank, Comerica Bank/Direct Express, that black homeless male would immediately lift his head and fiddle with a hidden device he had underneath his shirt and then also another device he had inside of his backpack, then would stare at me using the telephone across the area near the restrooms, then put his head back down continuing to act as though he were asleep when he clearly wasn't. Furthermore, the clowns working there during the graveyard shift I had recognized as a few Orientals from the NYC area whom had frequented LGA airport there 2-3 years ago, also a homeless hot spot at night. One of the disguised red/black shirt, black slacks short in height Oriental janitors operating a floor mopping electric device took out his touch screen cellular phone from his pocket and proceeded to take a photograph of me using the telephone there then proceeded to walk towards the other Filipino, whom also had been bothering homeless persons at LGA less than 3 years ago, stalking in fact and theft. Both of them are disguised and I suspect are both either black or Filipinos and are not truly Orientals at all -- the two janitors mopping the floors last night inside of DFW airport Terminal A baggage claims area of American Airlines between 10:30 PM - 5:00 AM CDT on Tuesday, March 14, 2017. They do that to people that they want to waste their money renting apartments so that they (Orientals and Blacks that are bums or illegally in the USA) can squat in somebody else's domicile. I am not tolerating their illegal games of playing God no longer. Valentino, the supposed fashion designer was also mentioned as having been involved in the past including violent sexual assaults and riots that THEY began. Most homeless/displaced persons that are on SSI or SSDI are only trying to get out of the rain and/or cold temperatures when seeking refuge into those places where legitimate POLICE are supposed to be there to serve and protect/patrol. The real POLICE are not there. Examine (b) (6), and a few Filipino mentally retarded homosexuals and pimps that use CELLULAR PHONES/TEXT MESSAGING VIA WIRELESS CELL PHONES to break the law, including transmitting video data over Verizon Wireless/Boost Mobile/T-Mobile connections that show very graphic, pornographic and/or sexually explicit photos, including females urinating inside of the restrooms, defecating, wiping their bottoms, changing their tampons/maxi pads, etc. Most of those very explicit, ILLEGAL photographs being transmitted via cellular touch screen phones are a blatant violation of those individuals' civil rights as it pertains to their privacy when using the toilets. This is not the first time those persons have done that. THIS IS NOT THEIR FIRST TIME VIOLATING FCC

LAWS AS IT PERTAINS TO WIRELESS COMMUNICATIONS AND INTENT OF MALICE TO HUMILIATE/DEFAME ANOTHER PERSON! (b) (6) of Long Island, NY and New Jersey; (b) (6) of The Bronx/Freeport, NY; (b) (6) of The Bronx, NY and Newport News, VA; (b) (6) of Virginia Beach, VA; (b) (6) using a bogus surname of Schmitt inside of a Cook County jail in Chicago, IL; (b) (6) distributing video recorded discs of persons he despises in uncompromising positions including violent rapes/beatings that he recorded then sent out for entertainment to numerous Negros and Filipinos to appease himself and his lack of civility/common sense; a criminally insane Vietnamese midget using the name (b) (6) out of Oceanside/San Diego, CA simply based on the fact that she's psychotic; extremely deranged homosexual/lesbian Aphrodite of the name (b) (6) of the States of CA/NY/VA/FL/ and the United Kingdom that has repeatedly stalked/harassed/bullied this woman since she were a young teen (since the 1980's), and two criminally retarded pornographers of the names (b) (6) and (b) (6) of Aventura/Fort Lauderdale, FL whom seem to get much enjoyment humiliating/defaming Caucasians simply based on the fact that they despise whites. These are all classified as HATE CRIMES, A FEDERAL OFFENSE. For myself, I've endured this level of violence from them since year of 2000. I have spoken with private investigators, State Police in 4 States, and a Deacon as to how to proceed to guarantee a permanent cease on their part. I am making this one last effort to get LEGAL ASSISTANCE involving putting a STOP to their madness. (b) (6) is disguising himself as numerous other identities in the Dallas, TX area, as verified this morning at 10:50 AM CDT where he was witnessed DE-boarding the D.A.R.T. rail train at the Spring Valley station. Mr. (b) (6) had numerous red scratch marks all over the left side of his face indicating a potential fist fight he might have gotten into this morning with a female and/or a homosexual male with long fingernails. Mr. (b) (6) has also died his hair blond and is sporting a jarhead style of haircut at which his height is a mere 5'6", bulky build. Mr. (b) (6) is a homosexual. Immigration and Customs Enforcement has been properly notified about that scoundrel dozens of times to REMOVE HIM from the United States. Yet, once again, there he is AGAIN causing havoc inside of the USA in the City of Dallas, State of Texas that does not seem to enforce the very laws they're so proud of. This is also CC'd to the Lieutenant Governor of Texas as of today, March 14, 2017, Tuesday. 12:43 PM CDT. \*\*THE JANITORS INSIDE OF DFW AIRPORT TERMINAL A ARE THIEVES, LIARS, RAPISTS. THEY WERE FROM THE CITY OF VIRGINIA BEACH, VIRGINIA.\*\*

---

[Ticket: # 1505713 - Scamming](#)

**Date:** 3/15/2017 11:41:18 AM

**City/State/Zip:** Akron, Ohio 44310-3662

**Company Complaining About:** Boost Mobile

---

## **Description**

Smartmove.com won't load on communications that I paid for due to someone scamming my signal.



---

**Ticket: # 1507253 - COMPUTER HACKER**

**Date:** 3/15/2017 9:13:03 PM

**City/State/Zip:** Laughlin, Nevada 89029

**Company Complaining About:** Centurylink

---

### **Description**

I RECEIVED A PHONE CALL FROM (b) (6), PHONE NUMBER (b) (6). HE INFORMED ME SOMEONE HAD HACKED MY COMPUTER AND HE WOULD FIX IT. I TOLD HIM NO AND HUNG UP. A FEW MINUTES LATER MY COMPUTER WENT DOWN. TWO DAYS LATER HE CALLED AND ASKED HOW MY COMPUTER WAS WORKING? I LET HIM FIX IT FOR \$80. THIS WAS A WEEK AGO, I JUST RECEIVER ANOTHER CALL SAYING THERE WAS SOMETHING WRONG WITH MY COMPUTER AGAIN. HIS PHONE NUMBER IS VALID, I CALLED HIM BACK. WHAT CAN I DO TO STOP HIM FROM HACKING MY COMPUTER?

---

**Ticket: # 1507393 - Comcast Failure to Provide Functional Service****Date:** 3/16/2017 12:43:33 AM**City/State/Zip:** Knoxville, Tennessee 37921**Company Complaining About:** Comcast

---

**Description**

I have Comcast Business internet, and only the internet service, that is used to run my in home business. I called about interruptions on my service nearly a month and a half ago, a tech was then sent to my house to figure out why. The final verdict was that half of my lines into my house from the node were experiencing static feedback and working at half capacity. The tech assured me that they would most likely have a bucket truck to the location the day of to fix the issue and would give me a call when it was fixed, but in the chance he didnt call and my service was still having issues, call back. Three days later, I was still experiencing issues occasionally, so I called back, and they informed me that it could take up to 7 days with field techs, and that if I hadnt heard from them by then, it could have been resolved with no issues and to call back if I had more issues. I then once a week or so would have a few issues with my internet but nothing that could not be attributed to peak times or weather issues, until last week. The service started being extremely slow for my tier (150 mbps down, 50 mbps up) and were sitting at .5 mbps down, 2 mbps up. Again, I called Comcast to come fix the issue, this time they attributed it to my wires having issues on the ends, so they replaced the ends and called it a day. Finally, on the night of March 15th, the issues returned much like the speeds mentioned above, so again I phoned in the issue. I was informed by the customer service rep that what was going on sounded much like my node issue from before and said that could be what was wrong, so now roughly a month later, the service I was supposed to have received to keep my business class internet running at its agreed and payed for speeds is being scheduled to be looked at again by a tech that will then require another 5-7 day waiting period for a line tech to look at with what will most likely be another month of waiting for them to actually fix my line, if they so happen to actually fix it.

---

[Ticket: # 1507412 - notification 3 pages or more telling me to sign.](#)

**Date:** 3/16/2017 2:38:42 AM

**City/State/Zip:** Trumbull, Connecticut 06611

**Company Complaining About:** Charter

---

## **Description**

when I go on my apple a notification comes up enabling me to get to my site, it states it is from charter and to sign this is not point blank it is many pages and hard to understand, I have to click the back arrow and press away from page button to get rid and then it comes back once more. When I called Charter they said I had to sign that I would not say anything about charter online, they lied when reading this document it is about fees and charges, they lied, and she said if I do not sign they will cut my computer service in which I pay, my husband is 76 and sick and I up in age please help.

---

[Ticket: # 1507527 - False advertising](#)

**Date:** 3/16/2017 8:59:09 AM

**City/State/Zip:** Marrero, Louisiana 70072

**Company Complaining About:** AT&T

---

## Description

Services will be interruptedView in a browser

DIRECTV My Account View Bill Help Center

YOUR ACCOUNT IS PAST DUE AND SERVICES WILL BE INTERRUPTED

Account: (b) (6)

Dear Valued Customer,

Your services will be interrupted effective 03/16/2017.

Our records show that your past due amount of \$145.95 has not been received. To ensure that your services are not impacted and additional fees assessed, please make payment immediately using one of our convenient options below. If your service is interrupted, a restoral fee will be charged to reinstate your service.

Make a one-time payment Online.

Interactive Voice Response System: 800.531.5000

Find an AT&T retail location near you

If you have any questions regarding this notice, please call 844.850.4308 to speak with a representative. Payments made with a representative may be subject to a \$5 convenience fee.

Thank you for choosing DIRECTV.

Sincerely,

DIRECTV

## YOUR EMAIL SUBSCRIPTION

DIRECTV reserves the right to contact you via email regarding your account. For details on how DIRECTV uses your information, please read our Privacy Policy.

To receive special offer emails from DIRECTV or change your email address, manage your email [here](#).

To ensure delivery, add [directv@directv.com](mailto:directv@directv.com) & [directv@cm.directv.com](mailto:directv@cm.directv.com) to your address book.

## QUESTIONS OR COMMENTS?

Replies to this email address cannot be answered. [Click here](#) to contact us for support.

©2017 AT&T Intellectual Property. All Rights Reserved. AT&T, Globe logo, DIRECTV, and all other DIRECTV marks contained herein are trademarks of AT&T Intellectual Property and/or AT&T affiliated companies. All other marks are the property of their respective owners.

---

[Ticket: # 1508738 - Tmobile Throttling my connection](#)

**Date:** 3/16/2017 3:13:00 PM

**City/State/Zip:** Washington, District Of Columbia 20024

**Company Complaining About:** T Mobile

---

### **Description**

When I signed up for tmobile I paid and continue to pay \$20 for unlimmited non-throttled internet. Now I am being limited to 28GB per month which is not what I signed up for.

---

**Ticket: # 1509571 - Cell phone jamming, WiFi jamming, GPS jamming, telephone tapering, at Apalachicola municipal airport and gulf colony Apalachicola Florida**

**Date:** 3/16/2017 8:59:59 PM

**City/State/Zip:** Apalachicola, Florida 32320

**Company Complaining About:** Mediacom

---

## **Description**

There is criminal activity in gulf colony at

(b) (6)

---

[Ticket: # 1509759 - hotmail not blocking scam emails](#)

**Date:** 3/17/2017 2:07:50 AM

**City/State/Zip:** Dallas, Texas 75237

**Company Complaining About:** Hotmail

---

### **Description**

I am getting scam emails from scammers like Amazon Kaplan university. I have clicked block sender and I have also notified hotmail regarding scamming emails and senders not being blocked and I have not gotten any assistance or a phone call back



---

[Ticket: # 1510448 - Microsoft's implied consent](#)

**Date:** 3/17/2017 12:48:30 PM

**City/State/Zip:** San Ysidro, California 92143-2240

**Company Complaining About:** Microsoft

---

## **Description**

Every time my computer malfunctions I go to DOS and find Microsoft's consent in my files. I never gave them consent to mess with my computer. Is there any way for the FCC to press the continuing suit against these perps at Microsoft? This ineffectual strategy of theirs makes the elderly vulnerable since many only have the internet to rely on for 911 services. It takes much effort on the FCC's part to protect Americans from this intransigence of Microsoft. This was set up this way to force people into buying MS which is illegal and uncalled for.

---

**Ticket: # 1511627 - Centurylink**

**Date:** 3/17/2017 7:23:53 PM

**City/State/Zip:** Killeen, Texas 76549

**Company Complaining About:** Centurylink

---

## **Description**

I live out in the country so the only internet/phone company we can get is Centurylink. They know this and do not care that we are paying a lot for internet that goes out and shows buffer constantly. I have had a technician come out twice and still the internet is having problems. I have had enough of their negligence and taking money from customers because they can. The customer service team tells me silly things to try to "fix" the problems but they just make them worse. If I could get another internet provider I would in a heartbeat.

---

[Ticket: # 1511727 - Charges from AT&T for services not rendered.](#)

**Date:** 3/17/2017 8:52:53 PM

**City/State/Zip:** Corona, California 92881

**Company Complaining About:** AT&T

---

## **Description**

When I moved to my Corona home in 2008, I started services with AT&T. Unfortunately, these services have been horrendous. My phone line was dropping, my internet was slow, etc., etc., After I complained to AT&T about how slow my internet was, they encouraged me to purchase more high speed, which I did. However, even though I am paying for high speed, my internet down (6.92) and up (0.96) speed couldn't be slower and now is even freezing my computer (no virus/trojan). I strongly believe that AT&T has charged me for services not received--I know others who are having the same problem. As the regulating agency, I trust that you would do something to bring AT&T into compliance with services.

---

[Ticket: # 1511728 - Charges from AT&T for services not rendered.](#)

**Date:** 3/17/2017 8:53:19 PM

**City/State/Zip:** Corona, California 92881

**Company Complaining About:** AT&T

---

## **Description**

When I moved to my Corona home in 2008, I started services with AT&T. Unfortunately, these services have been horrendous. My phone line was dropping, my internet was slow, etc., etc., After I complained to AT&T about how slow my internet was, they encouraged me to purchase more high speed, which I did. However, even though I am paying for high speed, my internet down (6.92) and up (0.96) speed couldn't be slower and now is even freezing my computer (no virus/trojan). I strongly believe that AT&T has charged me for services not received--I know others who are having the same problem. As the regulating agency, I trust that you would do something to bring AT&T into compliance with services.

---

[Ticket: # 1511729 - Charges from AT&T for services not rendered.](#)

**Date:** 3/17/2017 8:53:40 PM

**City/State/Zip:** Corona, California 92881

**Company Complaining About:** AT&T

---

## **Description**

When I moved to my Corona home in 2008, I started services with AT&T. Unfortunately, these services have been horrendous. My phone line was dropping, my internet was slow, etc., etc., After I complained to AT&T about how slow my internet was, they encouraged me to purchase more high speed, which I did. However, even though I am paying for high speed, my internet down (6.92) and up (0.96) speed couldn't be slower and now is even freezing my computer (no virus/trojan). I strongly believe that AT&T has charged me for services not received--I know others who are having the same problem. As the regulating agency, I trust that you would do something to bring AT&T into compliance with services.

---

**Ticket: # 1511977 - static that come for 404 bown st**

**Date:** 3/18/2017 10:42:56 AM

**City/State/Zip:** Savanna, Illinois 61074

**Company Complaining About:** Mediacom

---

## **Description**

(b) (6) the property line are to close for for there elec item my desk top that being use system at (b) (6), here amil a bork i'm the living in care givier form not b y the state of il private pay but when amil get in trouble he paly with the elec to short all computer iusse thru unsafe wiring or what evry there run out off (b) (6) the next door issue for fraud act with chase card services which doesn't affect me any ok they need listen amil a bork in running static wiring mess in side or out side of the house at (b) (6) just amil a bork his hiding from chase bank fraud act with of there credit card that has phone number on it

---

**Ticket: # 1512002 - Communicating with internet provider (Hughes/Net)****Date:** 3/18/2017 11:10:46 AM**City/State/Zip:** Lake Wales, Florida 33895-6608**Company Complaining About:** Hughes Net

---

**Description**

For several days, and at different hours, I have attempted to communicate with "Customer service", both On Line and by telephone to register a complaint about the quality of internet service and the ability to "Stream". with no success in reaching a human "Voice" . So Issues unresolved (or even HEARD !!! Hughes list a toll free number to call but I have repeatedly been met with a series of "Menu" options ,followed by a promotion for additional Free or Bonus services or products ending with a prompt to "Opt" out by pressing # ,only to her another promotion (opt out with #) and REPEATED a total of seven promotions , after which I was advised (roboticaly) to call a different toll free #. That # was answered roboticaly and required Voice recognition prompts,which could not understand me,and repeated " Her" requests over and over with I didn't get that...or repeating (wrongly) what I had said ...going back to the beginning over and over.Bottom line : Whether on line (at Hughes Website or thru my "Sign-in Account) or by telephone I was never able to either get customer service or speak with a customer service representative. I think that this is deliberate on the part of my service provider....I had No problem accessing My Account to pay my bill ....I am also 80 years old and find it difficult and frustrating,emotionally with dealing with these roadblocks and inaccessability.This company must be brought to task....This not my first Formal Complaint

---

**Ticket: # 1512066 - Failure of Cox Communications to provide an operable service.**

**Date:** 3/18/2017 12:10:17 PM

**City/State/Zip:** Virginia Beach, Virginia 23454

**Company Complaining About:** Cox

---

## **Description**

We have constant service interruptions, notices from Cox about technical difficulties yet we continue to be charged full price for a service that is undependable and is the only cable service allowed in our section of Virginia Beach, VA. We feel Cox has no reason to provide better service as they are allowed to monopolize the land line/ cable based service in our area.



---

[Ticket: # 1512776 - At&t DSL interruption resulting in data overages](#)

**Date:** 3/19/2017 2:09:21 PM

**City/State/Zip:** Miami, Oklahoma 74354

**Company Complaining About:** AT&T

---

## **Description**

My wi-fi is connected by DSL internet through AT&T every month it works just fine until about the end of the billing cycle. Routinely my internet connection starts to fail intermittently 14 my AT&T phone from being on Wi-Fi to using my mobile data in turn this uses all of my mobile data and then AT&T starts to charge me extra on my bill because I'm not using Wi-Fi my phone is also an AT&T phone so in summary my AT&T Wi-Fi forces my AT&T phone to use mobile data, and once I use all of the data, AT&T charges me extra for more of the mobile data

---

**Ticket: # 1512875 - Xfinity Overrides Default WiFi Settings Each Time****Date:** 3/19/2017 4:18:39 PM**City/State/Zip:** Sacramento, California 95824**Company Complaining About:** Comcast

---

**Description**

Every time I turn on my computer, the Xfinity WiFi networks overrides my WiFi home network and prompts me to either sign in or join, forcing me to opt out about 10 times a day. Because I can make a network that I haven't used discoverable without turning off the feature to discover network, which I need, I consider this an invasion of privacy and unwanted solicitation. It happens at home, work and play, at locations that I frequent where my computer uses a network. EVERY SINGLE TIME. I think this is bothering millions of people and Xfinity should remove this forcible prompt. I am a renter and use the services of Comcast / Xfinity through my landlord already, and can login easily into my own accounts, but the prompt is coming from any other account within the network. Once, I was ask by three different networks if I want to join. HELP!

---

**Ticket: # 1513179 - Air Marshal - Cisco Merak**

**Date:** 3/20/2017 7:00:49 AM

**City/State/Zip:** Garfield Hts, Ohio 44125

**Company Complaining About:** Wide Open West

---

## **Description**

This is not about my internet issue with WOW. But about the use of "Air Marshal" ([https://meraki.cisco.com/lib/pdf/meraki\\_whitepaper\\_air\\_marshall.pdf](https://meraki.cisco.com/lib/pdf/meraki_whitepaper_air_marshall.pdf)) within Cisco Merak AP is taking down (Blocking via jamming) my and others wifi networks by spoofing our SSID's and directly flooding and jamming our APs and clients. Cisco is employing a straight forward wire-wave jamming scheme just like Marriott (<https://www.fcc.gov/document/marriott-pay-600k-resolve-wifi-blocking-investigation>). But on a Huge scale with no oversight.

---

**Ticket: # 1514996 - NEIGHBOR JAMMING WIFI, INTERNET AND CELL PHONE SIGNALS**

**Date:** 3/20/2017 6:32:53 PM

**City/State/Zip:** Bernville, Pennsylvania 19506

**Company Complaining About:** Comcast

---

**Description**

There is a woman who lives at (b) (6) bernville pa 19506 named (b) (6), she is transmitting radio wave signals back to her house from the radio cell phone towers and electrical towers, using IR Laser Lights attached to a Long Range Shotgun Microphones to increase her radio signals to fly her dj phantom drones that can fly 75mph. She has these long range shot blast microphones positioned to to emit the radio wave signals back to her house from the radio cell towers and the electric towers and these signals that are being emitted back towards her house are effecting all people, animals and houses and causing damage. People that are closest to the towers are having very odd and unusual health problems, In the past two years there has been about 5 dogs that have died at young ages from unusual health problems, (2) horses had to be put down, people are losing there pets at young ages. I have talked to medical professions and electrical personnel. Regarding the health effects that the signals could be causing and they are concerned for everyones safety due to possible radiation exposure, excessive vibration and laser damage to the human body and the animals. (b) (6) is using her sky light in her bathroom which she is actually protruding from the skylight in her bathroom, so she can gain higher altitude to fly her drone. Everyone that is at least a 3 mile radius surrounding her house is having severe cell phone signal (which is none existent), severe internet and wifi problems, along with severe electrical problems and unusual high electrical bills, you can literally see damage to the surrounding areas were the signals are coming down from the towers and everyone that is closest to the towers are having very unusual health problems. The long range microphones and ir laser lights seem to be positioned outside and they are set off with her using laser from her house that seems to set off motion sensors, The WAY THIS WOMAN HAS EMITTED THE RADIO WAVE SIGNALS BACK TO HER HOUSE IS ALMOST MILITARY GRADE AND IT IS CAUSING SEVERE HEALTH PROBLEMS AND ENVIRONMENTAL ISSUES AS WELL.

---

**Ticket: # 1515097 - Tempering**

**Date:** 3/20/2017 7:26:08 PM

**City/State/Zip:** Bronx, New York 10459

**Company Complaining About:** Na

---

### **Description**

I believe in the Harlem state Office Building is tempering with the internet connection and willfully is trying to impede the public connection to the internet. It could be the provider and or someone in building management. I just thought I bring it to your attention.

---

**Ticket: # 1515144 - Spoofing/Persons on Cell#/ID Theft**

**Date:** 3/20/2017 8:03:21 PM

**City/State/Zip:** Murrieta, California 92562

**Company Complaining About:** AT&T

---

## **Description**

I have received too many calls from unknowns who breathes in phone, especially from 855/909 area code. Have documented this and have reported too AT&T. AT& T ignored the issues. Tried to replace phone, that one was stolen. When it was sent it wasn't complete, took it prior too back to retailer, answer was that's the way they send them without battery and SIM card. This number has been broken into with interference from laser beams to persons changing my notes. The cell number involved is (b) (6). When I call certain people I can hear them speaking in phone. Is there any recourse. I have reported that my ID and Social Security Number was Security Breached. I have done the step's too get my life back to no avail it never stops. Thank you, (b) (6), D2D,DOD.

---

**Ticket: # 1515154 - Comcast TV App Doesnt Defective**

**Date:** 3/20/2017 8:13:57 PM

**City/State/Zip:** San Francisco, California 94115

**Company Complaining About:** Comcast

---

### **Description**

Comcast Xfinity Streaming APP was recently updated from them but yet I'm paying for Internet & TV but TV freezes up to channel 150 and doesn't allow me to see all 400. I even get alerts from there streaming TV itsn't working and ask if I like to report it but it steers me away from comcast email address and take me to GMAIL address. This is going on for 3 days but they are aggressive to collect monies for both internet and TV, but they do not provide credit when it's not working and instead of sending to Tier level 2 which is much advance, they send us purposely to the Philippines and they are neither and give us the run around. They are not giving us channels and speed therefore I feel they owe us refund and request credit for days lost. (

---

**Ticket: # 1515408 - Frontier communications**

**Date:** 3/20/2017 11:59:38 PM

**City/State/Zip:** Bradenton, Florida 34208

**Company Complaining About:** Frontier Communications

---

## **Description**

Frontier communications screwed floridians and no one seems to want to do anything about it! I have filed 2 complaints with the atty general. The first, I got a response that resulted in nothing more than a glorified collections call. After my initial complaint against frontier. I was contacted by a specialist. Due to their horrible customer service and customer service reps. They have absolutely no documentation of any of our conversations or any real info. So, they claim that they are unable to resolve the issue. When I called repeatedly to disconnect service and try to return the equipment, I was hung up on and sent through an endless loop of transfers. Now, I'm supposed to pay for services I couldn't even use? This is by no means resolved. And I still stick to my original statement, there needs to be a class action lawsuit brought on frontier if there isn't already one. Side note, I never signed any contract with frontier and repeatedly told them that I did not want to do business with them. Also, I never signed anything stating that it was okay to "sell" my contract with verizon! I never wanted frontier services, I wanted Verizon. When Verizon started messing up just before the transition. I decided that I was done with the whole monopoly of having to choose between 3 horrible companies. It took me 3 months to terminate my service and find someone to take the equipment back. After 2.5 yrs of service with verizon, now I'm being penalized and my credit effected b/c frontier couldn't get it together quick enough. I will not shut up about this. And I will continue lodging complaints until something is done!



---

**Ticket: # 1516802 - Century link is a scam**

**Date:** 3/21/2017 3:00:56 PM

**City/State/Zip:** Overton, Texas 75684

**Company Complaining About:** Centurylink

---

## **Description**

I have spent almost 2 months (this time around) on the phone, going back and forth, with century link. My home phone and internet kept shutting off for days at a time. They have been here half a dozen times, each time sweating tjecpeoblem is correct, but leaving before I can test it. I explained to them I have 3 children with severe health issues and my home phone especially, is imperative due to the possibility of needing to call 911. They took days, sometimes even over a week to come out...each time leaving and the service going back to half working at best. I have tried and tried to work with them, yet here I am...2 days in again with no internet. I am sick of dealing with them as they obviously have no concern about their customers or the danger they put them in with such shotty phone and internet service. My cell won't work, no internet...my home phone won't work, no dial tone. One of these children is going to require help one day and if I am unable to contact emergency services....it is a very real possibility they will die and I will hold them personally responsible. Since all of my pleas to them have fallen on deaf ears, I chose to go a step further and contact you to file a compliant. I hope it helps...as I do not know what else to do. Thank you for your time.

---

[Ticket: # 1518046 - Internet wifi manipulation](#)

**Date:** 3/22/2017 9:35:08 AM

**City/State/Zip:** Wolcott, Connecticut 06716

**Company Complaining About:** Comcast

---

## **Description**

It's been problematic for at least over a year now, but just started to keep a log till Dec2016. The last draw was when I was at BDL and again in a hotel in Florida.

---

**Ticket: # 1519162 - Harassment**

**Date:** 3/22/2017 3:01:45 PM

**City/State/Zip:** Chehalis, Washington 98532

**Company Complaining About:** Verizon

---

### **Description**

Use of phone and internet services to harass "game" and manipulating business opportunity. The only thing I can prove is the reference to maybe existing in front of the broker contact Andrew shown in the photo supplied. It is to interfere with phone communication but to interfere with brokered loads cancelled loads it will not enough

---

**Ticket: # 1519705 - Hacking into my computer**

**Date:** 3/22/2017 5:17:51 PM

**City/State/Zip:** Gallup, New Mexico 87301

**Company Complaining About:** Windstream Communications

---

### **Description**

This morning I entered my password as I always do and completed my return. Then, when I went to go online I was locked out of my own screen using a password I've used for years. At first, it said Welcome.

Then as it went to open, it was interrupted. Yesterday, false info appeared on my bank account for an online order.

---

[Ticket: # 1519768 - computer hacking](#)

**Date:** 3/22/2017 5:36:20 PM

**City/State/Zip:** Maximo, Ohio 44650

**Company Complaining About:** Time Warner

---

## Description

I was recently hacked by people from foreign comtries. amazon gave me this info couple of days ago when I was buying items on line, they were attempting to purchase an exspensive cell ph. what would be my first step to protect myself? (b) (6)

---

[Ticket: # 1520272 - Verizon phone company tech support](#)

**Date:** 3/23/2017 12:33:30 AM

**City/State/Zip:** Silver Spring, Maryland 20910

**Company Complaining About:** Verizon

---

## **Description**

I have had numerous problems dealing with the tech support branch with Verizon residential services with the DSL high speed internet I have had to call them over 40 50- times to try to resolve my problems. They will take you through a lot of changes. Also there is a language problem. Sometimes you can't really understand them. I have been with Verizon over 15 yrs I have never experienced problems with the company up until now. I am thinking about terminating my service with them mainly the dsl internet not my phone

---

**Ticket: # 1520459 - Spectrum trying to collect on bankruptcy discharged debt from BrightHouse over 2 years ago**

**Date:** 3/23/2017 9:48:08 AM

**City/State/Zip:** Spring Hill, Florida 34609

**Company Complaining About:** Spectrum

---

## **Description**

Spectrum took over BrightHouse Networks. Back in 2014 my husband and I filed bankruptcy because of medical bills (Chapter 7; 8:14-bk-06813-MGW) which was discharged on 9/16/2014. Credit Protection Associates, BrightHouse's collection agency, was included in this bankruptcy. BrightHouse was provided documentation and we were once again able to acquire their services.

Forward 3 years and Spectrum has taken over BrightHouse. We've had nothing but problems with this company from the get go. So bad, we cancelled their television services and went with another company but are unable to cancel internet as they are the only provider in our area of Hernando County.

Yesterday, our internet was shut off. When called, we were told it was for the bill that was discharged in our bankruptcy back in 2014. This was explained to them. It was further explained that this was a BrightHouse bill NOT a Spectrum bill and they were in violation of Bankruptcy Protection and could not collect on this bill as it was discharged. They (the Collections Dept.) would not even acknowledge their mistake nor did they care we have proof of everything. They told us we needed to pay the monies or pay a portion and make a "promise to pay" for the remainder. I did neither.

Today, we went to their payment center in Hernando County and provided the documentation once again. We were told we would need to make a "promise to pay" on the account along with providing a debit card so payment could be made. Again, I did not do either.

So, we continue to be without internet which puts our high school senior in a rut because he takes French on line. We have to use our AT&T internet 4G from our phones and have already had to add 5 Gigs of additional data at a cost of \$75.00.

This is unacceptable! Spectrum cannot collect on this, nor should it even have been an issue in the first place. I'm the only member of my family currently working but yet this company is making me incur more bills because of their ineptitude.

Your office is the 2nd of my complaints this morning.

---

**Ticket: # 1521300 - Indicated a hacker HUP at my property**

**Date:** 3/23/2017 1:46:04 PM

**City/State/Zip:** New Kensington, Pennsylvania 15068

**Company Complaining About:** Hacker Activity

---

## **Description**

I indicated a WEP HUP at my property called exactly the same as my router and on the same channel attempting to break into my home security and probably take over my house (b) (6)

██████████



---

[Ticket: # 1522349 - Frontier internet blocking Netflix](#)

**Date:** 3/23/2017 6:54:12 PM

**City/State/Zip:** Manhattan, Nevada 89022

**Company Complaining About:** Frontier Communications

---

### **Description**

Frontier seems to be blocking Netflix and their site that checks internet speed. Been happening for a couple days now.

---

**Ticket: # 1523869 - FACEBOOK EXTORTION**

**Date:** 3/24/2017 2:19:05 PM

**City/State/Zip:** Hoover, Alabama 35226

**Company Complaining About:** Facebook

---

## **Description**

Facebook is CENSORING and Blocking my account by trying to FORCE me to download their antivirus program from Trend Micro. They refuse to restore my accounts even when notified multiple times that no virus exists. Their attempt to force a download on my computer of a program that is incompatible with my system is EXTORTION. Facebook is constantly putting users in "jail" denying them the right to use their account. Facebook users spend hundreds and thousands of hours over a period of years creating their personal and public pages and when Mark Zuckerberg introduced Facebook there was NO stipulation that he was going to CENSOR SPEECH and SHUT users out of their accounts. There is no full disclosure on Facebook stipulating that they will censor and block usage of the account. Facebook is a PUBLIC COMPANY and should NOT have the ability to choose what is inappropriate as long as it is not ILLEGAL.

---

**Ticket: # 1523978 - FACEBOOK trying to FORCE users to download software**

**Date:** 3/24/2017 2:43:31 PM

**City/State/Zip:** Hoover, Alabama 35226

**Company Complaining About:** Facebook

---

## **Description**

Facebook is trying to FORCE me to download Trend Micro to have access to my internal information before they will restore my account. I have my own antivirus, have run my own scans and do NOT have a virus. This is how they acquire PRIVATE INFORMATION by blocking user accounts. At this time they refuse to restore my account because I will not download Trend Micro as it conflicts with my system. I have notified FB three times and they are still refusing to restore my account.

---

**Ticket: # 1524160 - Illegitimate & Malicious Internet Service Cut**

**Date:** 3/24/2017 3:30:28 PM

**City/State/Zip:** Las Vegas, Nevada 89128

**Company Complaining About:** Verizon Wireless

---

## **Description**

Internet service was cut to both of my service lines as Verizon Wireless escalates its malicious fraudulent billing scheme. Log of live text dialogue with Verizon Wireless and email to John Stratton, Executive Vice President and President of Operations, both of today, are attached as a PDF. Your drop-down window for Internet Issues does not provide an accurate description. This is a combined issue of fraudulent billing, racketeering, and extortion - all stemming from the hacking of my account and the planting of a lie as the foundation to this scam.

---

**Ticket: # 1525078 - comcast internet**

**Date:** 3/25/2017 3:56:28 AM

**City/State/Zip:** Antioch, California 94509

**Company Complaining About:** Comcast

---

### **Description**

my internet speed is so so slow for over three years. for the most part in the day it works ok but always evening time my internet stops responding crashes or takes forever its bad and they wont fix it.they also always over charge me this month they made me pay an extra \$75.00 for I don't know. I always pay my bill on the due date tired of them steeling my money iam so friken pissed off .iam on ssi and cant afford these ██████████ always turning me off befor mt bill is even due I want my @\$#&% MONEY they overcharged me BACK.

---

[Ticket: # 1525364 - Neighbors CB base station interfering with WiFi](#)

**Date:** 3/25/2017 2:09:05 PM

**City/State/Zip:** Memphis, Tennessee 38119

**Company Complaining About:** AT&T

---

### **Description**

My neighbor two doors down has a massive antennae which looks like HAM radio or CB base station. I'm concerned it is interfering with my wifi network and I need my wifi as an IT professional. Other neighbors have complained of interference with their TV broadcasts. Can you investigate? (b) (6) [REDACTED]

[REDACTED]

---

**Ticket: # 1527376 - Suspended mobile data****Date:** 3/27/2017 1:44:09 PM**City/State/Zip:** Alice, Texas 78332**Company Complaining About:** Cricket

---

**Description**

My wife, (b) (6), and I have been customers of cricket wireless for a number of years. In November of 2016 we went to the cricket store at 2521 E Main St Suite #101 in Alice, TX 78332. We were looking to upgrade our phone plan to be able to use our phones as a hotspot device. When we explained to the associate, Frank I think his name was, he told us that we did not need to update our phone plan for a hot spot. He suggested that we go to Walmart and purchase an AT&T mobile hot spot device. We would bring him this device, and he would start us a new phone line with their highest data plan, \$70 per month, on our account. This new line would have unlimited mobile data. We would not need a new phone, because he would be placing the new sim card in the mobile hotspot device and we could have unlimited Wi-Fi. When we asked if that would cause us any problems in the future, he reassured us repeatedly that nothing would go wrong. He said that he had done this for many customers and that none of them had any complaints. We did what he suggested, and had Wi-Fi in our home since November. We paid our bills on time and had no problem with our service. On March 23, 2017 my wife receive a message on the hotspot device asking her to call cricket customer service. They told her that they would be suspending the line that we had been using for Wi-Fi because using the sim card in a hot spot device was an unauthorized use. When my wife explained to them that their employee was the one who set everything up for us, the rep simply stated that he shouldn't have done that. The next day my wife went to the cricket store and the manager their belittled her and put the blame on us. The employee who set everything up for us was there and he denied having any part of the situation, even though he is the one who activated the sim card for us. We are not looking for monetary reimbursement if we could just get our line reactivated to use the Wi-Fi again. The use of Wi-Fi is not just for entertainment. I am currently a college student, and use the Wi-Fi to do school work and am currently taking an online class. My university is 30 miles away from home, and it is very inconvenient to have to drive all that way to use the school computers to do homework.

---

[Ticket: # 1528125 - Internet and cell phone jamming and hacking](#)

**Date:** 3/27/2017 4:37:27 PM

**City/State/Zip:** Akron, Ohio 44333

**Company Complaining About:** Time Warner

---

## **Description**

My neighbors are using sophisticated techniques to jam my internet and cell phone. They are also hacking into my system and boy have I learned a lot about what is possible! They have even imitated my own wifi network asking for the password. I know this because of the numbers transmitted from... internet numbers. I know which neighbor it is because I found a file on my computer that shows something called a BLE and I found out this is a low energy Bluetooth device and you have to be close and they are the ONLY house close enough. They also have logged into my computer using their own iMac and there is a folder on my computer that looks like it's from of one of my jobs but when you click on it it's an ftp of some sort. Anyway, I'm really having trouble. I work out of my house and internet is never right. Thank you!!



---

**Ticket: # 1530356 - SURFING INTERFERENCE**

**Date:** 3/28/2017 12:15:59 PM

**City/State/Zip:** Columbus, Ohio 43215

**Company Complaining About:** Tracfone

---

### **Description**

As of five minutes prior to sending this complaint, someone is preventing muse of my connection. Plus, from 3x to 1x while his is happening. Hackers are on the premises and interfering with typing. There shouldn't be permission for Internet use. Yours is a US Govt website! We are so sick and tired of these ppeople. Check out your FDA, USPS, & FTC reports - same source. Employees of the Prroperty do it alsot u

---

[Ticket: # 1530478 - Malicious Interference on Wal-Mart Web Site This Date 11:25 am CDT](#)

**Date:** 3/28/2017 12:38:31 PM

**City/State/Zip:** Mckinney, Texas 75069

**Company Complaining About:** Wal-mart

---

## **Description**

Relentless .. as in 3 minutes repeating .. Presentation of "I am not a Robot .. Verify.." .. Denial of Login .. Subsequent to Complaining of Same Activity Previous Day .. in Which Complaint IT/Security Staff was Correctly Referred to as "Incompetent" ...

---

**Ticket: # 1530995 - Access to my Yahoo account OBSTRUCTED NO e mail contact on Yahoo websit: Fully PAID A amd UNLIMTT Internet Frequently Non Functioning Y**

**Date:** 3/28/2017 2:05:44 PM

**City/State/Zip:** Ny, New York 10019

**Company Complaining About:** AT&T

---

## **Description**

Kindly reply to (b) (6)

All access to my YAHOO E mail account OBSTRUCTED without ANY E mail cintavt lustrd on YAHOO website for Rectifucation of access issues.

My FULLY PAID , UNLIMITED ATT pla( infernet, phone text) FREQUENTLY NON FUNCTIONING and or OBSTRUCTED.

Kindly recfer tgeese matters to IG Inspectir Gendral LEGAL Enforcement

Thank you

---

**Ticket: # 1531719 - Signal squelsching and virtual harassments with Subliminal technologies.**

**Date:** 3/28/2017 4:33:23 PM

**City/State/Zip:** San Francisco, California 94102

**Company Complaining About:** AT&T

---

## **Description**

(b) (6) has been using subliminal technologies to harass several people in the San Francisco ca area, Southern Illinois, and Kentucky areas. She has been using the virtual to deliver subliminal inducers to force others to believe falsehoods. the virtual delivers them in deeper, harder, and faster then ever before. the delivery system also forces one to actually believe the lies to the point of confusion about day to day facts. they push other truths out of the way by leaving the subliminal filaments behind to clutter the synapse. I KNOW THIS AS FACT BECAUSE SHE STOLE THE TECHNOLOGIES FROM ME USING ghb AS A TRUTH DRUG. i WAS DRUGED FROM 2005 UNTIL 2013 WHEN i WAS ILLEGALLY EVICTED FROM MY HOME OF (b) (6). I was homeless for almost a year due to her lies and usage of the communications and frequencies that are not legal. She is a career criminal with a history of subliminal usage. I have also had every phone hacked and or destroyed. I still have several of the phones with the code missing and her hacks still there. I have hours of video, and sound recording both in real time and virtual. SHE also sends full scenarios in this fashion that hurt the brain to process.

---

**Ticket: # 1532123 - hello**

**Date:** 3/28/2017 6:38:33 PM

**City/State/Zip:** Baton Rouge, Louisiana 70811

**Company Complaining About:** Cox

---

## **Description**

3/28/2017

GOOD EVENING

IM HAVING ISSUE WITH MY INTERNET CARRIER COX CABLE. I JUST RECENTLY FOUND OUT THE COMPANY HAD ADDED A SECOND PHONE LINE TO MY COX ACCOUNT. ALSO A HACKER HAS MY COX CABLE ACCOUNT NUMBER WHICH IS A 16 DIGIT NUMBER. AND WITH THIS COX ACCOUNT 16 NUMBER. A PERSON CAN LOGON TO YOUR PERSONAL ACCOUNT. TO MAKE CHANGES TO IT . LIKE CHANGING PASSWORDS AND PIN NUMBER. MY GMAIL MAIL , FACEBOOK, TWITTER AND OTHER ACCOUNTS WAS HACK. MY GMAIL HAD MY COX CABLE 16 DIGIT ACCOUNT NUMBER . I ASK THE COMPANY TO CHANGE THAT ACCOUNT NUMBER . BUT THEY SAID THEY CAN' T. THEY SAID THE ONLY WAY THEY COULD CHANGE IT IF I MOVE TO A ANOTHER NEW HOME ADDRESS. SO FOR RIGHT NOW MY COX CABLE WIFI PASSWORD IS BEING HACK EVERYDAY. ALSO MY HOME SECURITY CAMERA IS BEING HACK. IT'S CONNECTED TO MY COX CABLE WIFI PASSWORD. MY HOME SECURITY CAMERA WOULD NOT WORK WITH MY COX CABLE WIFI PASSWORD. AND THE HACKER CHANGE MY PASSWORD MOSTLY EVERYDAY.

---

[Ticket: # 1532701 - Where I live and work](#)

**Date:** 3/29/2017 1:53:21 AM

**City/State/Zip:** Chicago, Illinois 60615

**Company Complaining About:** Renaissance At Hyde Park

---

### **Description**

Someone is following me and watching me 24/7 with something mechanical that's affecting my body and mind

---

[Ticket: # 1532956 - Comcast](#)

**Date:** 3/29/2017 9:35:23 AM

**City/State/Zip:** Delray Beach, Florida 33446

**Company Complaining About:** Comcast

---

**Description**

Underground cable has to be replaced and no response

---

**Ticket: # 1533109 - Re: Communicating with internet provider (Hughes/Net)**

**Date:** 3/29/2017 10:25:49 AM

**City/State/Zip:** Lake Wales, Florida 33895-6608

**Company Complaining About:** Hughes Net

---

### **Description**

This is a follow-up to your previous request #1512002 "Communicating with internet provider (Hughes/Net)"



---

**Ticket: # 1535819 - Continual service interruption**

**Date:** 3/29/2017 11:19:44 PM

**City/State/Zip:** Caldwell, Idaho 83605

**Company Complaining About:** Cable One

---

## **Description**

When my brothers and I try to use the service during the day our service is continuously interrupted. We will get a few minutes of service then service will drop off. Many times the service drop is selective, only some of the units will be blocked. We will either do a power reset on the modem or completely shut down the computer and restart. In the middle of doing business this is very irritating and it has cost me the ability to complete time sensitive tasks such as auction bids.

---

**Ticket: # 1538146 - internet issues**

**Date:** 3/30/2017 6:25:10 PM

**City/State/Zip:** Cape Coral, Florida 33914

**Company Complaining About:** Comcast

---

## **Description**

I decided to go back to school so I had to get internet, I received the modem on March 21st I believe , ive had trouble after trouble, they sent out this boy who didn't know what he was doing he left and the issues was NEVER resolved... if you look into my account you will see phone calls made everyday sometimes two times a day no one could help me, I got a phone call that they were sending another guy out which was today the 31st of March, he wasn't a very nice or talkative guy I would ask a question and he would snap the answer at me, after a couple of times I looked at him and said "your just not a happy guy" he gets up from my chair and says it`s fixed maam and runs out the door... not very nice at all, then I call Comcast to complain and they cant even help they say theres no supervisor for the field techs which I think is bull they couldn't or WOULDNT give me his name all I got was 28H and operators ID. I'm very upset and right now I want to take all my equipment and return it to Comcast and they lose another good customer.... horrible!!!!!!

---

**Ticket: # 1538682 - radio**

**Date:** 3/31/2017 1:22:32 AM

**City/State/Zip:** Elizabeth, New Jersey 07202

**Company Complaining About:** Optimum

---

**Description**

interceptions with random hypotheticals and criticising of listener thats out of place in car radio

---

**Ticket: # 1538744 - pccure+**

**Date:** 3/31/2017 8:07:37 AM

**City/State/Zip:** Lexington, South Carolina 29072

**Company Complaining About:** Time Warner

---

## **Description**

Gentlemen,

This program has completely taken over my computer. As a senior citizen I have little social contact as it is, and now I have virtually none.

Do I have to submit to this blackmail -- it wont go away until I pay for their phony "Services" -- or will my government help me?

---

[Ticket: # 1541098 - Service issues p](#)

**Date:** 4/1/2017 10:41:25 AM

**City/State/Zip:** Grand Rapids, Michigan 49548

**Company Complaining About:** Comcast

---

## **Description**

I was working with a MR. BROOKS at Comcast. Thursday, the 30th he sent out 2 technicians who found problems in the lines and an applifier set too low. Corrections were made and I told him if my emoyees could come in and have 2 or 3 days of good results we would sign off. We never got or third day nor aast communication with Mr. Brooks. The internet was suspended by their company after saying it would not be. So our company will pay the filing fee and make this a formal complaint.

---

**Ticket: # 1541254 - internet hacking of AT&T employee and family by another AT&T Staff member**

**Date:** 4/1/2017 12:48:53 PM

**City/State/Zip:** Stockbridge, Georgia 30281

**Company Complaining About:** AT&T

---

## **Description**

My wife filed an EEOC complaint against her management staff. The 3-4 staff members used a laptop type device to intercept specific emails and phone communications to redirect/destroy information relative to her complaint to interfere with the process. Warrant applications were made and the cyber stalking intensified and continue.

---

**Ticket: # 1541321 - phone hacking**

**Date:** 4/1/2017 2:06:52 PM

**City/State/Zip:** Pittsburgh, Pennsylvania 15212-5618

**Company Complaining About:** Tracfone

---

## **Description**

When I try to go on certain internet sites I can't such as the Pennsylvania lottery and certain government sites I'm redirected to another site (b) (6) aka (b) (6) in apartment 805 hacks my phone and has a device to make sounds in my apartment he told me he see and hear me and other people see me also hack my TV also phone company turns off my data for them so I can't access the internet a day or so after I pay my bill or add data

---

**Ticket: # 1541601 - Same ongoing issues & constant disruption of service**

**Date:** 4/1/2017 8:48:13 PM

**City/State/Zip:** Las Vegas, Nevada 89117

**Company Complaining About:** Cox

---

### **Description**

Every single one of my electronics at home constantly glitch & cut out, the audible noise that occurs when this happens causes my 4 champion line AKC German Shepard that inbred for my form of income and living absolutely insane, thus causing them to become overly aggressive as a result.



---

**Ticket: # 1541640 - Comcast XFINITY WiFi: Excessive Use of Unlicensed Spectrum, Degrading Others Ability to Use It**

**Date:** 4/1/2017 11:12:21 PM

**City/State/Zip:** Fort Meade, Maryland 20755

**Company Complaining About:** Comcast

---

## **Description**

Each Comcast XFINITY leased modem generates four (4) access point SSIDs on each unlicensed band, three of which are barely used. In a congested spectrum situation, such as apartments or urban areas, these unnecessary wireless access point SSIDs needlessly degrade wireless network performance for other users. Additionally, high-bandwidth WiFi technologies, such as 802.11ac, bond multiple wireless channels together, further reducing the large 5 Ghz spectrum to about 3 usable channels.

While the FCC needs to allocate additional spectrum for wireless networking, and needs to coordinate with IEEE to ensure that new standards are strategically positioned within available spectrum to reduce interference with other users, Comcast needs to stop abusing the paltry available unlicensed spectrum. At the very least, Comcast needs to implement proper network management to only activate SSIDs that users request, and set power levels to the minimum necessary to sustain the communication. For example, if a user is not paying for home security services, that wireless network should not be enabled. If Comcast wishes to advertise its xfinitywifi SSID, then only one instance needs to be enabled, rather than it being activated on every modem in the building. Wireless access points already do surveys of visible networks and should be programmed intelligently from those results to disable unneeded networks.

Additionally, the Commission needs to establish a consumer-friendly manner in which to license WiFi frequencies and load them into consumer devices so that home users and businesses can have clear frequencies to use, instead of making everyone compete for a very small pool of unlicensed frequencies.

I carefully searched for an email address for a suitable decision maker at Comcast, but none was found on their websites. All searches redirected to the useless troubleshooting page. A phone call would be useless, as they staff their call centers with intentionally non-technical people.

An example of this congestion, from my router's 5 Ghz site survey (2.4 Ghz not shown, but is worse):

Site Survey on 5GHz:

wdev0sta0 getstascan:

#1 SSID=HULK-Luvs-BUTTERFLY	10:86:8c:58:ba:22 153 -47 AN WPA-WPA2 AES
#2 SSID=	32:86:8c:58:ba:22 153 -48 AN WPA-WPA2 AES
#3 SSID=	52:86:8c:58:ba:22 153 -48 AN WPA-WPA2 AES
#4 SSID=xfinitywifi	22:86:8c:58:ba:22 153 -48 AN None
#5 SSID=	52:86:8c:69:66:06 36 -64 AN WPA-WPA2 AES
#6 SSID=FLUFFYPEACHES87-1	10:86:8c:69:66:06 36 -64 AN WPA-WPA2 AES
#7 SSID=xfinitywifi	22:86:8c:69:66:06 36 -64 AN None
#8 SSID=	32:86:8c:69:66:06 36 -64 AN WPA-WPA2 AES

#9 SSID=HOME-1C30-5	88:ad:43:39:5d:50 161 -70 AN WPA-WPA2 AES
#10 SSID=	88:ad:43:39:5d:51 161 -70 AN None
#11 SSID=	88:ad:43:39:5d:52 161 -71 AN WPA-WPA2 AES
#12 SSID=xfinitywifi	88:ad:43:39:5d:53 161 -71 AN None
#13 SSID=Deez 5GHZ Connections	f4:f2:6d:94:cd:2b 153 -76 AN WPA2 AES
#14 SSID=HOME-D5DA-5	88:ad:43:8d:e8:e8 36 -82 AN WPA-WPA2 AES
#15 SSID=	88:ad:43:8d:e8:e9 36 -82 AN None
#16 SSID=	88:ad:43:8d:e8:ea 36 -82 AN WPA-WPA2 AES
#17 SSID=xfinitywifi	88:ad:43:8d:e8:eb 36 -82 AN None
#18 SSID=MOTOA434-5G	f8:cf:c5:fa:61:2e 153 -85 AN WPA2 AES
#19 SSID=Linksys5GHz	94:10:3e:08:0a:ab 40 -89 A WPA-WPA2 AES
#20 SSID=	ec:aa:a0:56:95:f2 161 -89 AN WPA-WPA2 AES
#21 SSID=	ec:aa:a0:56:95:f1 161 -90 AN None
#22 SSID=xfinitywifi	ec:aa:a0:56:95:f3 161 -90 AN None
#23 SSID=	b8:86:87:dd:47:e1 36 -91 AN WPA2 AES
#24 SSID=ValyN_5G	38:2c:4a:49:b1:44 161 -91 AN WPA2 AES
#25 SSID=HOME-1B58-5	ec:aa:a0:56:95:f0 161 -91 AN WPA-WPA2 AES
#26 SSID=xfinitywifi	0c:54:a5:7f:46:22 161 -91 AN None
#27 SSID=HOME-9F60-5	54:be:f7:d4:d3:10 153 -92 AN WPA-WPA2 AES
#28 SSID=Munchkin_World	0c:54:a5:7f:46:20 161 -94 AN WPA-WPA2 AES
#29 SSID=xfinitywifi	ae:34:26:15:ac:a0 36 -96 AN None
#30 SSID=	be:34:26:15:ac:a0 36 -96 AN WPA-WPA2 AES
#31 SSID=HOME-2C5F-5	74:85:2a:ec:be:b0 161 -96 AN WPA-WPA2 AES
#32 SSID=	de:34:26:15:ac:a0 36 -98 AN WPA-WPA2 AES
#33 SSID=Matheny	9c:34:26:15:ac:a0 36 -98 AN WPA-WPA2 AES
#34 SSID=	74:85:2a:ec:be:b1 161 -98 AN None

---

[Ticket: # 1542453 - hacked](#)

**Date:** 4/3/2017 9:21:08 AM

**City/State/Zip:** Vandalia, Ohio 45377

**Company Complaining About:** Time Warner

---

## **Description**

on 4/31/2017 I clicked on a newsfeed on facebook. I immediately lost control of my computer. The feed was that someone had died. This had happened a couple of days before, but I didnt realize it was a news feed that was responsible. I worked with microsoft for a while and eventually was able to use my computer again. I notified facebook, bur they have not responded.

---

**Ticket: # 1543381 - internet and cellphone**

**Date:** 4/3/2017 2:20:36 PM

**City/State/Zip:** Ft. Lauderdale, Florida 33308

**Company Complaining About:** Tracfone

---

### **Description**

someone changed my birthdate on provider's website and I cannot edit. it is frozen.  
this page is trying to load scind antivirus software is shutting down without permission. I asked provider if they were under virus or malware attack and they said no. They said they would fix it but then said they saw nothing wrong. I am under dsl at library and wireless on cellphone.

---

**Ticket: # 1544617 - Charter Communications**

**Date:** 4/4/2017 12:26:42 AM

**City/State/Zip:** St Louis, Missouri 63126

**Company Complaining About:** Charter

---

**Description**

I have had problems with my internet service for a few days now. Charter representative told me our area had outages. Then I would receive a call back saying the outage was corrected. Then the internet would go out again and I would be told it was corrected. I could not use the internet last night and most of today. They called at 9:20 pm and said it was fixed. I could not get on the internet and called back at around 10:15 pm. The representative told me there was an outage. She said that someone was digging and probably cut the cables. REALLY? Come on?? The service has been not working on and MAINLY off for a few days. When I told her I had been called at 9:20 pm on April 3, 2017, from Charter stating the outage was fixed. She told me the system called by mistake. Is Charter making this up as they go along? I waited and I tried to get on my computer and at 10:39pm - I was able to get on . }}Charter got into my browser and installed a "Terms and Conditions" agreement stating that I had to agree to these terms and conditions in order to use their service. This is extortion. I called Charter back and spoke to Ken. He told me the "Terms and Conditions" "pops" up if I got some new equipment. I told him I did not get any new equipment - and have been having internet problems for a while now. FYI - I am not signing anything from Charter. They want the ability to raise prices whenever they want to. In addition they added this language: "THIS AGREEMENT CONTAINS A BINDING ARBITRATION PROVISION IN SECTION 24, WHICH INCLUDES A WAIVER OF CLASS ACTIONS AND PROVISIONS FOR OPTING OUT OF ARBITRATION, WHICH AFFECTS SUBSCRIBER'S RIGHTS UNDER THIS AGREEMENT WITH RESPECT TO ALL SERVICES. " I am not agreeing to signing this agreement and I would appreciate if you would look into this to see if it is legal and get back to me. If they interfere in any way - to interfere with my cable, internet, phone due to me not signing this agreement - I will contact you. I am deeply disturbed this company is resorting to this type of business practice. I just received another "Terms and Conditions" pop up on my browser:

Charter Commercial

Action Required

Name: (b) (6)

Service Address: (b) (6), SAINT LOUIS, MO, 63126

To enjoy Charter's internet service you need to accept Terms and Conditions.

I am not signing this.

Here is another "Charter Terms and Conditions" agreement that popped up on my browser:

Charter Terms & Conditions

Name: (b) (6)

Service Address: (b) (6), SAINT LOUIS, MO, 63126

Please scroll to the bottom to accept Charter's Terms and Conditions

GENERAL TERMS AND CONDITIONS FOR CHARTER RESIDENTIAL SERVICES

In addition to these Residential General Terms and Conditions of Service ("General Terms"), You ("Subscriber") agree to be bound by the terms of service applicable to the residential Charter service(s) to which You subscribe (hereafter, "Service" or "Services"), as well as the Charter Subscriber Privacy Notice which may each be found at [www.charter.com](http://www.charter.com)," under "Terms of Service/Policies," as such may be updated from time to time (collectively, the "Terms of Service"), which are incorporated herein by this reference. In the event of any conflict between these General Terms below and the Service-specific Terms of Service, the Service-specific Terms of Service shall control.

If Charter provides Charter Voice™ service (also, "Phone Service") in Subscriber's area, it will be provided through the Charter Phone affiliate servicing Subscriber's area. For purposes of this Agreement, "affiliate" means any subsidiary of Charter Communications, Inc.

Subscriber's signature on the work order presented upon installation of Services and/or Subscriber's use of Services are evidence of Subscriber's agreement to the Terms of Service. Charter may change its prices, fees, the Services, and/or the Terms of Service. Subscriber's continued use of the Services after notice of the change, shall be considered Subscriber's acknowledgement and acceptance of the changes. The current version of the Terms of Service may be found at "[www.charter.com](http://www.charter.com)" under "Terms of Service/Policies." Subscriber may not modify the General Terms below, the Service-specific Terms of Service, or the Charter Subscriber Privacy Notice [enter link] by making any typed, handwritten, or any other changes to it for any purpose. This is a binding legal document.

These General Terms and the Terms of Service do not apply to services sold under the Charter Business® brand.

THIS AGREEMENT CONTAINS A BINDING ARBITRATION PROVISION IN SECTION 24, WHICH INCLUDES A WAIVER OF CLASS ACTIONS AND PROVISIONS FOR OPTING OUT OF ARBITRATION, WHICH AFFECTS SUBSCRIBER'S RIGHTS UNDER THIS AGREEMENT WITH RESPECT TO ALL SERVICES.

1. Payment of Charges: Subscriber will be billed monthly in advance for Services to be received, plus pro-rata charges, if any, for periods not previously billed. Subscriber will be billed monthly for Pay Per View, On Demand or other Services ordered where charges are based on actual usage or on orders placed during the previous month. Subscriber shall pay all monthly charges and all applicable fees and taxes as listed on the Charter monthly bill.

Subscriber shall notify Charter of disputed items within thirty (30) days of receipt, or longer as required by applicable law. Failure to pay charges billed (including checks returned for insufficient funds) may result in discontinuance of Service, the removal of all Charter Equipment (as defined below) and/or imposition of a late payment or service charge. If the Subscriber has more than one account (business and/or residential) served by Charter, all Charter-provided Services at all locations may be subject to suspension or discontinuance of Service in the event any one account remains unpaid, and Charter may apply any funds received from Subscriber first to such delinquent account(s). Should Subscriber wish to resume a Service after any suspension, Subscriber may be subject to a reconnection fee. Should Subscriber wish to resume a Service after termination of Service, Charter may charge an installation fee and/or service activation fee. These fees are in

addition to all past due charges and other fees. In the event collection activities are required, an additional collection charge may be imposed.

Subscriber's first bill may include prorated charges for Service received. If partial payment is made of any bill and without waiving its right to collect the full balance owed, Charter will apply that payment to any outstanding charges in the amounts and proportions that it determines.

2. Payment by Check; Non-Sufficient Funds/Returned Items; Third Party Processing. If Subscriber makes payment by check, Subscriber authorizes Charter to collect such payment electronically. Subscriber may not amend or modify this Agreement with any restrictive endorsements (such as "paid in full"), releases, or other statements on or accompanying checks or other payments accepted by Charter; any of which notations shall have no legal effect. If Subscriber's card issuer or financial institution refuses payment for insufficient funds, closed or unauthorized accounts, or any other reason, Subscriber will be charged an insufficient fund charge (as set forth in the applicable Video Service rate card or Voice Service Price Guide for Subscriber's area) for each instance in which such payment is refused. Subscriber hereby authorizes Charter to collect any declined amount and the insufficient funds charge(s) electronically from the subject account. In addition, Subscriber's Service may be suspended and/or terminated. This fee is in addition to any charges Subscriber's financial institution may assess. If initially rejected, Charter may make additional multiple attempts to execute the payment for up to thirty (30) days following the initial refusal.

Customer shall be responsible for any payment

---

**Ticket: # 1545756 - Suddenlink is throttling internet service in the evenings**

**Date:** 4/4/2017 1:19:40 PM

**City/State/Zip:** College Station, Texas 77845

**Company Complaining About:** Sudden Link

---

## **Description**

I am being charged for 50mb of internet service but during my investigation over the past month into Suddenlink's throttling practices, I have discovered, That from 5:30 pm in the evening until 12:00 pm in the evening, when Suddenlink is throttling service my download speed mean is averaging 8.7 to 17.8 MB's and the upstream is averaging 6.3 to 12.5. There are times when the mean internet speed has been 2.17mbs.

Suddenlink is charging me for 50mb and I'm not getting a 3rd of what I am paying for.

I am requesting that the Federal Communications Commision to investigate the deceitful and fraudulent practices Suddenlink is using against its costumers.



---

**Ticket: # 1546717 - Complaint**

**Date:** 4/4/2017 5:18:55 PM

**City/State/Zip:** Bloomfield, New Jersey 07003

**Company Complaining About:** Verizon

---

## **Description**

My internet connection is Verizon. Services were suspended due to non payment and my sons tablet was somehow still connecting to what it said-was my network however my network was not in service. He signed out and re entered the password and was able to yet again, get access to a network that had no service. I believe my network has somehow been cloned as there is no other option. My ex claims to work undercover for national security and also that I am being framed/targeted by law enforcement for something I am not doing. I have found files on my computers that I did not create nor could I access. I believe my computers have been hacked via wireless network and Verizon refuses to investigate properly. Someone needs to properly investigate this situation as it is beyond disturbing.

---

[Ticket: # 1548124 - My neighbors ham radio is over powering my wifi](#)

**Date:** 4/5/2017 12:29:05 PM

**City/State/Zip:** Spartanburg, South Carolina 29301

**Company Complaining About:** Charter

---

## **Description**

When ever my neighbor is transmitting from his ham radio station the Wi-Fi in my house gets disabled. We have had our Internet provider out here several times and they have told us that every time he transmits it is overpowering our service.

---

**Ticket: # 1548146 - Wifi interference from HAM radio**

**Date:** 4/5/2017 12:34:54 PM

**City/State/Zip:** Spartanburg, South Carolina 29301

**Company Complaining About:** (b) (6) 

---

**Description**

My neighbors ham radio station is overpowering my Wi-Fi

---

[Ticket: # 1548579 - blocked](#)

**Date:** 4/5/2017 2:35:01 PM

**City/State/Zip:** San Diego, California 92109

**Company Complaining About:** Aol. Com

---

## **Description**

As I signed for an e-mail account, an before I could get to the code they texted me they shut me out...then claimed my email address was TAKEN. I claimed my password....MY PASSWORD!!!, " m

---

[Ticket: # 1548793 - Rogue Access point blocking our WiFi Signal in a portion of our space](#)

**Date:** 4/5/2017 3:25:06 PM

**City/State/Zip:** Charlotte, North Carolina 28202

**Company Complaining About:** Level 3 Communications

---

## **Description**

We have determined and found many deauth packets are being sent from a Rogue Access point in our floor and as well as neighboring businesses at (b) (6)

These deauth broadcasts are not heard in the wireless airspace outside of the problem area. Other occupants of the building confirm similar issues with their wireless networks. The deauths are audible in those locations as well.

---

[Ticket: # 1549554 - Pop-up with bogus phone number](#)

**Date:** 4/5/2017 7:44:59 PM

**City/State/Zip:** Florence, Montana 59833

**Company Complaining About:** Charter

---

## **Description**

Pop-up identified my Mac computer, saying my service had been suspended by Charter. I was to call 888-611-0455. When I called that number, it clicked. Immediately I got calls from 615-216-6143, 615-603-3877, and 615-216-0435. I answered one of them, getting a foreign accent. I hung up. I called Spectrum (used to be Charter) with a legitimate number. After much time, I found out the call was some kind of scam.

---

[Ticket: # 1549754 - Wifi interference or radio harassment at my Property](#)

**Date:** 4/5/2017 10:15:40 PM

**City/State/Zip:** New Kensington, Pennsylvania 15068

**Company Complaining About:** ?

---

## **Description**

Wifi interference or radio harassment at my Property

---

**Ticket: # 1549904 - internet service from Spectrum/Time Warner**

**Date:** 4/6/2017 7:55:56 AM

**City/State/Zip:** Matthews, North Carolina 28105

**Company Complaining About:** Time Warner

---

## **Description**

(b) (6) and also my neighbors has the same problems



---

**Ticket: # 1549919 - Mislead in order for Spectrum to obtain my business****Date:** 4/6/2017 8:34:46 AM**City/State/Zip:** Indianapolis, Indiana 46205**Company Complaining About:** Bright House

---

**Description**

When I spoke to the sales representative at Spectrum, I was given a 30 day trial and no upfront fees. My service was turned on 3-26-17 I received internet, phone and tv service the internet did not work and I called several times. Less than a week later I received a bill and the next day the service was turned off by the company. After talking to 3 representatives it was determined that I was misled by the sales rep and did not understand their billing process. 5.00 was the discount for not having internet service even though I called several times about not having service. the discount, however is not the issue, when I called to see where I could make my payment The representative Byron (in Texas) began attacking me about a bill that I didn't owe it didn't matter to him I had spoken to other representatives before him nor did it matter what I was even calling about I asked for a supervisor he placed me on hold for several minutes (hoping I would hang up) then he came back to the line only to verbally attack me again. I asked for a supervisor, again I was placed on hold, he came back and began verbally attacking me again, he never let me speak to anyone else by the third time he placed me on hold I hung up and called back. As a consumer I don't feel like it should be ok to be treated with such disrespect, I was not rude or irate in anyway. it was brought to my attention on various phone calls that I only had 1 tv hooked up(as if I wasn't aware) Nevertheless, whether I have 1 tv or 100 I should not have to be treated that way. I spoke to Byron 4-5-17 between 630p and 7pm est.

---

**Ticket: # 1550140 - Weekly Internet service interruption**

**Date:** 4/6/2017 10:42:03 AM

**City/State/Zip:** Longview, Texas 75602

**Company Complaining About:** Longview Kilgore Cable/ Cablelynx

---

## **Description**

I currently use Longview Kilgore Cable in Texas. The internet service is down on a weekly basis. When I call to resolve the issue, I am told that there is partial outage and they cannot give me an estimated time frame as to when the issue will be resolved. It is not their polices to give an estimated time of completeion. As of today, April 6, 2017, the Internet has been down due to a partial outage since April 4, 2017 with no estimated time of it being fixed. Longview Kilgore Cable does not issue any credit to service being down on the monthly billing statement. Therefore, I am forced to pay for a service that is continuously spotty and unreliable at best.

---

[Ticket: # 1550603 - over billing again/ no help](#)

**Date:** 4/6/2017 12:37:58 PM

**City/State/Zip:** North Miami Beach, Florida 33162

**Company Complaining About:** Comcast

---

### **Description**

No internet / no phone over billing

nothing but excuses from Comcast / AN CONTRACT IS with both parties

---

[Ticket: # 1551365 - centurylink throttling internet speeds of competitors sites](#)

**Date:** 4/6/2017 3:33:31 PM

**City/State/Zip:** New Mexico, New Mexico 88001

**Company Complaining About:** Centurylink

---

## **Description**

when visiting internet service providers websites while using centurylink you get exteme speed slow downs if they have a service that competes with them, especially companies offering fiber optic internet.

---

**Ticket: # 1551742 - Verizon internet.**

**Date:** 4/6/2017 5:08:10 PM

**City/State/Zip:** Port Trevorton, Pennsylvania 17864

**Company Complaining About:** Verizon

---

## **Description**

Verizon internet is very slow and doesn't give you the speed they promise. It fine almost all day and then around 5 pm. It start to lag and you can't get on any web pages or Netflix. I also feel they are forcing us to keep our phone service on. They claim they can't run the internet without the phone line being on. So they are charging me for a phone service I do not use or want. Just so I can have the internet. So I'm being g charged for phone service and the internet. I so know other people who are not forced to have the service. So how come some have to and some do not. Thank you for time.

---

**Ticket: # 1552027 - Xfinity wifi**

**Date:** 4/6/2017 6:55:28 PM

**City/State/Zip:** Orange Park, Florida 32065

**Company Complaining About:** Xfinity

---

## **Description**

I live in orange park florida. Where apparently xfinity has public wifi for a fee. I don't want xfinity wifi. Yet it overrides my cell service and forces me to manually stop it. I have my wifi settings on my phone turned off but they override that. I have contacted xfinity with no results. Perhaps the state attorney general's office might help. Or you can. Thank you

---

[Ticket: # 1552299 - Comcast altering websites, injecting their own content](#)

**Date:** 4/6/2017 9:28:21 PM

**City/State/Zip:** Dublin, California 94568

**Company Complaining About:** Comcast

---

## **Description**

For the past few days comcast has been intermittently preventing websites from loading or otherwise modifying the sites content to display their own messages regarding my service. This is a Man-in-the-middle attack and agstain the CFAA rules

---

**Ticket: # 1553537 - FREEING UP THE INTERNET THAT APPEARS TO BE UNDER SEIGE, TOO, WHILE I AM FILING MY SUITS**

**Date:** 4/7/2017 2:14:31 PM

**City/State/Zip:** Shreveport, Louisiana 71105

**Company Complaining About:** AT&T

---

### **Description**

Don't open your doors to anyone. Just talk to them on the phone, as I asked my mother to do that she thought she could do and then did what she wanted and they came into her nursing home room and chopped her up, even though they had already taken her leg. All my best. (b) P.S. They are telling you what you can see. (6)



---

**Ticket: # 1553718 - Spectrum internet Services.**

**Date:** 4/7/2017 2:58:13 PM

**City/State/Zip:** Zephyrhills, Florida 33542

**Company Complaining About:** Bright House

---

## **Description**

There appears to be an issue with a DHCP conflict with the router provided by Spectrum and my personally owned routers. This has resulted in increased latency and poor bandwidth. The issues have escalated steady to the point my wireless was unusable. I have tried 3 different routers from 2 different manufacturers and 2 sets of cabling. I have repeatedly requested my Spectrum provided router be configured for bridge mode and it has made no difference. If my personal routers are connected the wireless ping goes up to 3500 and speed has degraded to the point I cannot even run a bandwidth test. I get the same results if I hardwire in to my router(s). If I disconnect the Spectrum routers every thing functions properly. I have tested from multiple different device platforms with the same results. Spectrum has sent 4 tech at this point to fix it and the latest report from the tech is the power companies tap is interfering with the fiber optic signal. This is impossible. Fiber optic cables use a light signal in an enclosed environment so are not susceptible to the EM interference generated by electrical circuits. I was informed I need to contact my power company to have them repair the TAP. When I told the rep who called me back that it was impossible and requested to be sent to retention I was placed on hold for 20 minutes until I had to return to work from my lunch. This is has been the quality of service I have received so far. I understand that this is a technical issue and there are a lot of details not listed here that would be needed to make an impartial judgment if need I can provide those for now I am hoping a complaint lodged will encourage the provider to correctly resolve this issue.

---

**Ticket: # 1554458 - Wifi Hot Spot Blocked**

**Date:** 4/7/2017 7:04:57 PM

**City/State/Zip:** Scottsdale, Arizona 85260

**Company Complaining About:** Not Known

---

### **Description**

Staying at the Marriott Las Vegas Hotel near the convention center. Unable to connect to wifi through personal hot spot. Am able to connect directly to internet. Hotel and internet both advised that they DO block personal hotspots. Internet company support tried to whitelist my MAC address, but was unable. I was under the assumption that this is not allowed, and in fact Marriott has paid a lot of money in fines dues to this specific issue.

---

**Ticket: # 1554516 - Windstream Internet Service**

**Date:** 4/7/2017 7:30:50 PM

**City/State/Zip:** Lake Butler, Florida 32054

**Company Complaining About:** Windstream Communications

---

**Description**

Hello,

I am wanting to report my internet service provider. My service level agreement states I should get 100% of 25mb down speed and 65% of wireless speed. They are not able to push 25mb and a technician that works for the company informed me they cannot push 25mb speeds and are just telling people they can.

I have called several times, at least 8 times or probably more about my internet dropping, speeds ranging from dial up speed to the full 25. They are lying to customers and not giving the service that they promise. This company really needs audited or investigated please.

---

**Ticket: # 1555346 - gang stalking stalkers who are using many tactics to bother me**

**Date:** 4/8/2017 7:51:47 PM

**City/State/Zip:** Ontario, California 91761

**Company Complaining About:** Frontier

---

## **Description**

A type of long running murder in progress, rich man's murder.

Someone is bothering me and my agenda's through stolen information. They are eavesdropping and have been stalking me possibly over twitter and Facebook, and have been doing so since Myspace.

A real game-player who uses many devices to bother me. The gang stalkers have attacked me and have caused me damages. They also use the most developed audio spotlighting that I have ever heard of. They are guilty of slander and defamation of character to the extent of attempted murder through the usage of audio spotlighting and slanders. They attack me all over the place. They are obviously using r/f experts and have obviously practiced their craft somewhere. My question is also where are their terrorist training camps? I know they are using different tactics then other terrorists but they do train possibly in Beverly Hills. It is something the government needs to address.

Someone is stalking me using several communications and also obviously looking at me with satellite, the audio spotlight is also obviously using a satellite. Someone was in a big hurry to get the jump on technology in certain fields maybe at my expense is or are the persons who are guilty.

---

[Ticket: # 1555588 - Guardian Angel site](#)

**Date:** 4/9/2017 11:33:18 AM

**City/State/Zip:** Albuquerque, New Mexico 87120

**Company Complaining About:** Comcast

---

## **Description**

Guardian Angels web site has a perv list that turns into harassment with no pending charges.

---

[Ticket: # 1555985 - Under attack on the net](#)

**Date:** 4/10/2017 5:53:57 AM

**City/State/Zip:** Irvine, California 92618

**Company Complaining About:** Cox

---

## **Description**

Hello, I have a really bad situation here.. I tried to take back my hijacked Wi-Fi from some fraudsters and their retaliation is now getting really bad. There are about 200 rogue AP's with spoofed MAC addresses on, and its a constant fight. I believe they are using all of mine and my neighbor's wifi in the hopes that we won't notice, and soliciting cellular type services. Cox knew about this issue, they are the ones that told me that 19 people, at least, had access to my Wifi. They didn't care.

---

**Ticket: # 1558335 - Calling on FCC to investigate Google Online Practices**

**Date:** 4/11/2017 4:40:19 AM

**City/State/Zip:** Washington, District Of Columbia 20002

**Company Complaining About:** Google Inc

---

## **Description**

Removing Google's 'Play Service Software ' from my portable device to gain memory space has given me understanding of online practices of the Giant IT Company, Google. Since then, I have not been able to gain access and use other social networking media like LinkedIn, Google networks, YouTube, Yahoo applications etc.. Twitter activity sharing as well as to other social media is often met with a popped message that Google play service must update first !!

This is astonishingly shocking that Google uses its software to block pull or hinder free icloud benefits.

Secondly, very critical concepts have been proclaimed and officially announced over Google interactive social media in the past several years. The petitioner cannot pull up history or posted content as applicable in Facebook, leaving a pertinent question of where has Google been keeping all new innovative ideas broadcast from us over Google?

The petitioner senses that by preventing access and use of other social media without Google play service installed in my computing device, which is not manufacturer's installed mobile operating system (OS), Google arbitrarily engages in monopolistic practices that Robb other IT companies and users like me free choice in using online services, at the same time, tracking user activities and pulling users to its folds in disregard of competitive market ideals.

Thus, placing forceful update of play service software as precondition to access to other independent IT business services that denies this user free use of services is the reason compelling prayers to Federal Authority to investigate and sanction Google.

---

**Ticket: # 1559243 - blocking the computer**

**Date:** 4/11/2017 1:09:38 PM

**City/State/Zip:** Las Vegas, Nevada 89118

**Company Complaining About:** Cox

---

## **Description**

at least twice a week the following message comes up on our computers that they are blocked and a phone number to call 877 767 5509 which goes to India. this company has also called us numerous times over our landline. the blockage interrupts our internet connection- not a cox issue

second complaint

advertising comes up and blocks our internet from Cox to participate in a survey for a free prize.

however there are no free prizes, you need to pay for shipping which exceeds the value of the prize.

I have contacted Cox numerous times for this issue with no resolution. Cox told me that this does not come from them.



---

[Ticket: # 1559778 - Faulty service](#)

**Date:** 4/11/2017 3:21:09 PM

**City/State/Zip:** Atlanta, Georgia 30312

**Company Complaining About:** AT&T

---

### **Description**

My AT+T service has been unreliable for many months. After numerous technician visits, and outages causing my alarm to go offline, I determined the service did no longer fit the needs and promises by the provider. I have made multiple attempts to have tech visits, tech phone calls, and attempts to cancel AT+T will not waive cancellation fees. I believe that a faulty service warrants a breach of contract on AT+T's end, and a valid reason to terminate the contract without any additional fees.

---

**Ticket: # 1560342 - Abusive and excessive CAPTCHA usage**

**Date:** 4/11/2017 6:15:20 PM

**City/State/Zip:** Seal Beach, California 90740

**Company Complaining About:** Google

---

## **Description**

In attempting to use Google Chrome for searching and responding to business advertisers, Google's implementation of CAPTCHA filtering of business ads on Craigslist have become excessive, random and abusive. Their data collection and IP identification software can see that I am a legitimate user and have never used any sort of robotic search mechanism. Yet I am frequently being asked to identify various images to get access to an email for responding to advertisers in which more than half the time their image support software is erroneously telling me I am not getting the answer correct and that is pure. It's not the same as personal ads and those business advertisers, especially those listing employment, are most likely not screening respondents like that.

---

[Ticket: # 1560779 - Complaint](#)

**Date:** 4/12/2017 12:43:33 AM

**City/State/Zip:** Taylor, Michigan 48180

**Company Complaining About:** MetroPCS

---

### **Description**

Someone keeps hacking in and everytime I turn this on it beeps and shows a star above the bars.

---

[Ticket: # 1560918 - Schools illegal use of cell phone jammers](#)

**Date:** 4/12/2017 8:56:35 AM

**City/State/Zip:** Rehoboth, Delaware 19971

**Company Complaining About:** AT&T

---

## **Description**

My school in Delaware is cape henlopen high school. They are illegally using cell phone jammers against students such as myself. I have many things that can happen at home that I need to be aware of at school if it does happen this is absolutely against my rights as a United States citizen and resident of Delaware

---

[Ticket: # 1562150 - Email problem with AT&T](#)

**Date:** 4/12/2017 2:48:57 PM

**City/State/Zip:** North Richland Hills, Texas 76180

**Company Complaining About:** AT&T

---

## **Description**

Postal Mail Ticket Ready For Data Entry

---

[Ticket: # 1562823 - satellite fcc pirating](#)

**Date:** 4/12/2017 5:54:53 PM

**City/State/Zip:** Lodi, California 95240

**Company Complaining About:** None

---

## Description

(b) (6) aka (b) (6) ;

is pirating out a house in Lodi, CA

last seen at e. pine and s. central streets

---

**Ticket: # 1563330 - Interference from Xfinity Hotspots****Date:** 4/12/2017 11:32:20 PM**City/State/Zip:** Snohomish, Washington 98290**Company Complaining About:** Comcast

---

**Description**

Comcast cable modems include WiFi transceivers that they use to provide public WiFi through their Xfinity Hotspot brand. Even if a customer requests to disable this hotspot, the transceiver equipment remains active and interferes with other WiFi equipment on the customer premise. I went through 2 levels of support with Comcast to get their transceiver disabled. However, when their firmware updates, it comes back. It takes a minimum of 2 days to escalate the request to fix the problem. I'm now waiting to go to the 3rd tier support this time and am unsure they can/will actually do it. Most Comcast consumers are not aware their modem is blocking WiFi channels, so dense neighborhoods have multiple unwanted/unused Xfinity Hotspots that are doing nothing other than blocking spectrum for private WiFi equipment. I cannot set up a reliable 2-endpoint WiFi in my own home because of this clutter of Xfinity Hotspots. The Comcast policy of simply "disabling" to Xfinity Hotspots without also turning off the transceivers should be prohibited by FCC regulation.

---

**Ticket: # 1564870 - Jamming of Internet/Fios daily due to HATE CRIMES,PRIVACY INVADATIONS,BULLYING**

**Date:** 4/13/2017 3:19:45 PM

**City/State/Zip:** Somerset, New Jersey 08873

**Company Complaining About:** Verizon

---

### **Description**

We are a gay couple being bullied, etc daily and so to keep us from calling 911,or anyone to investigate this crime they use a device to know our internet out from Fios,so we have two extra Apple station that can with stand the hits however our home is almost totally wi fi so it just is a distressing time day after day ,we know it is happening from (b) (6) is where they hide behind a illegal wall in that back yard.



---

**Ticket: # 1565124 - Illegal billing and phone and internet disconnect without notice**

**Date:** 4/13/2017 4:18:36 PM

**City/State/Zip:** Carol Stream, Illinois 60188-2837

**Company Complaining About:** AT&T

---

## **Description**

Att Uverse disconnected my service on 1/27/17 I had been a customer and never late with a bill for well over 15 years, I cancelled my service with them in August 2016 due to inconsistency with customer service integrity and the executive office of the president , returned to them in August 2016 lied to about my agreement of service with a male whom's English was not quite understandable again never late was a victim of identity theft called them and explained it I would have been less than 15 days late for a pre-billed service of internet, and phone which was completely shut off without notice and I have a serious preexisting medical condition and disability. for a \$71.88, I signed up with another company who installed my services the next day on an emergency basis, returned via UPS Att uverse equipment, and as advised by legal counsel whatever contract between uverse and I was obsolete in them disconnecting my service without notice, who had sent a letter to Randall Stephenson the corporate executive in Dallas Texas, now they are sending me a bill for \$144.71 for services I never had I have every cancelled check and bill copy and saved voicecalls of harassment they also denied me access to my email accounts that were also hacked into by yahoo. I do not owe them anything it's unfortunate that businesses like Att have lost it's integrity and morals to customers with false information and focused upon greed and deception. woke up to a dead phone and no internet 01/27/2017 without any notice. Many other consumers have experienced the same issues especially seniors as myself and those with disabilities, without us ATT would not have come back after falling off numerous of years ago!

---

**Ticket: # 1565421 - Att uverse Internet**

**Date:** 4/13/2017 5:44:41 PM

**City/State/Zip:** North Lauderdale, Florida 33068

**Company Complaining About:** AT&T

---

## **Description**

I enrolled with ATT uverse services over a year ago. Every single day their services disconnect and I have to go through the power cycle multiple times a day. They have send technicians here to replace the equipment but I have the same issues. For over a year I have not been able to enjoy the services I have been paying for. Att says they know something is wrong. Yesterday they had a technician scheduled to come between 4 and 8 pm but he showed up too early while I was still at work so he left and I missed my appointment. I have been given excuse after excuse of why my services don't work. I have been told it's because I upgraded my operating system so I paid and IT man to fix it but he said that was not the issue. Then they told me it was my wireless usb adaptor that was not supported anymore I I purchased a new one for 80\$ because the att representative told me I should be great full they gave me one in the first place. This did not fix the issue. So they told me it was because my computer was not hard wired to the router and I told them that's how the technician set it up. I asked why did he not hard wire it? They told me because he was lazy and so he just gave me the wireless adaptor (the one i should be grateful for). In other words I should feel great full he did not hard wire my computer and that he gave me a wireless usb adaptor that did not work. I am having other issues on my wireless for three months now which I will file a separate complaint for. I am at this point traumatized and I am suffering anxiety because every time I call ATT I get transfered around like a puppet no one reads the notes and they force me to repeat my story numerous times. Please help me. I am traumatized.

---

[Ticket: # 1565955 - preserve net neutrality](#)

**Date:** 4/14/2017 12:34:05 AM

**City/State/Zip:** Los Alamos, New Mexico 87544

**Company Complaining About:** Comcast

---

### **Description**

Save the internet, net neutrality cannot be gutted. It is a basic human right. Necessary and essential in this world.

---

**Ticket: # 1566123 - noticed suspicious activity 4/14/2017 0100 hrs**

**Date:** 4/14/2017 9:35:59 AM

**City/State/Zip:** Brazil, Indiana 47834

**Company Complaining About:** Island-

---

### **Description**

while on vacation- Noticed 24 (confirmed) wireless networks available suddenly in Daytona Beach, FL after loss of connection to hotel wifi. Daily average usually 4 or 5 from this location.

---

**Ticket: # 1567037 - Comcast**

**Date:** 4/14/2017 3:06:58 PM

**City/State/Zip:** Dekalb ` , Illinois 60115

**Company Complaining About:** Comcast

---

## **Description**

We have had numerous issues with Comcast over the years. Static on the lines, slow internet, cable TV kept pixelating, etc.... We finally got rid of the cable and now only have internet.

Recently we called Comcast because I noticed our internet/Wifi was increasingly slower and slower. I spent 45 minutes on the phone with Comcast getting the run around. The first person told me if I noticed this happening a month ago, I should have called then. She transferred me to "Tech Support". They kept telling me nothing was wrong with my internet speeds, as I am literally sitting there watching the cursor spin (trying to connect)? Long story short, as per usual, I got no where with them. Also we wanted to discuss a lower rate.

So, I asked my husband to call and see what he can get done. He is more tech savvy than I am.

On 4/1/17 he spent an hour on the phone with Comcast regarding intermittent internet speed. They told him that they couldn't see a problem. Which is the same thing they told me. They wanted to send a tech out (for a \$60 Service Call), and could not tell us what they could do for \$60. There's a 3 foot between the outside wiring and our modem. My husband informed them, that wasn't where the problem is. He believes it's in the cable that's been laying out in our yard (on the ground). That was a "different" type of service call, and they would call him back and schedule it. No one ever called us back about this one. However, we did get a confirmation phone call that a tech would be out on April 4th (at a charge of \$60) to look at the wires in the house). My husband told them he did not schedule this service call, as neither of us would be home, and actually had to threaten them that they had better cancel that service call, because we did not order it, and will not pay for it.

Coincidentally, he did get \$20 a month discount for one year, but he had to purchase a \$6/month service plan to get it????? Supposedly this service plan eliminates the \$60 fee if a tech comes out.

I'm not sure of the difference between the two service calls my husband and Comcast were discussing. But the one we've been waiting on is to address the line that is laying on the ground OUTSIDE of our home. Comcast only seems interested in scheduling a service tech to come into our home and charge us accordingly (in spite of this service plan they sold him on 4/1/17).

Meanwhile, it's April 14th and my husband just called Comcast again. Of course he has to go through all of this with the person who just answered the phone. They said a service ticket "should have been entered", but was not. AND after being on the phone with them for 15 minutes, he was disconnected.

This is typical of the results we get from Comcast. I won't even talk to them anymore, and make my husband do it.

I can't believe there isn't anything we can do to get our service up to the speed we are paying for and the line off of the ground in our back yard without going through all of this?

It seems as though Comcast deliberately makes it difficult for us to get resolution on a complaint, or perhaps we will just agree to a service call (and to pay for it) without questioning. Am reminded of the young lady above who told me "If you've been experiencing this for the last month, why didn't you call sooner?" Because I KNEW nothing would be done and I'd just get frustrated.

---

**Ticket: # 1567049 - Wireless Interference**

**Date:** 4/14/2017 3:13:50 PM

**City/State/Zip:** Laguna Hills, California 92653

**Company Complaining About:** Cox

---

## **Description**

We recently moved into a new location.

Every few hours some kind of interference knocks out all WiFi and Bluetooth connections, for about two minutes or so.

We build security robots and rely on WiFi for communication. The issue is definitely not on our side. Since the Bluetooth is also being wiped out we figure it must be some kind of interference.

Can an investigation be launched as to what's happening in this area?

---

**Ticket: # 1567600 - Re: [FCC Complaints] Re: internet issues**

**Date:** 4/14/2017 8:16:31 PM

**City/State/Zip:** Cape Coral, Florida 33914

**Company Complaining About:** Comcast

---

## **Description**

This is a follow-up to your previous request #1538146 "internet issues"

I still havent received anything about comcasts worker and his TERRIBLE customer service, apparently comcast doesnt care how they treat people so, they wouldnt care about one of there field people treating customers as if they were crap, meaningless, nothing...its a damn shame, i feel like taking all my equipment and bringing back and dropping this service, ive bever been treated so horrible...

Sent from Yahoo Mail on Android

On Fri, Apr 7, 2017 at 11:10 AM, (b) (6) > wrote: I do know the work was done but, im VERY UPSET about the man that came to my home, all i know him as is 28h his operator number this man came to my home he snapped answers at me he was very very rude I contacted Comcast and they're telling me they can't help me this man does not belong in customer service if that's the way he's going to treat your Comcast customers that's what I'm very very upset about....and this matter was NEVER addressed...this man doesnt belong in the customer service departmant!!!! My son came home n witnessed it...so wrong....

Sent from Yahoo Mail on Android





---

[Ticket: # 1567953 - Verizon - internet company monopolies](#)

**Date:** 4/15/2017 11:26:46 AM

**City/State/Zip:** Cortland, New York 13045

**Company Complaining About:** Verizon Wireless

---

### **Description**

Verizon (my internet provider) makes us pay around \$120.00 a month for internet, that can maybe load a youtube video when you're alone in the house. TWC (other provider) charges a family member around \$150.00 for supposedly 100mb/s - and gets around 12mb/s. There are no other options for us. This is a MONOPOLY IT IS ILLEGAL.

For the past 6 years they have given us the runaround with no fix or ammends to our services, even increasing prices to keep our current broken interent.

---

**Ticket: # 1568290 - Scam**

**Date:** 4/15/2017 5:31:49 PM

**City/State/Zip:** Howard Beach, New York 11414

**Company Complaining About:** Verizon

---

### **Description**

Been having pop up's, telling me "my computer has been blocked" and to call 844-319-0075?

Tried to look up the phone number and can only find this number is spam.

Please stop them, thank you.

---

[Ticket: # 1568674 - computer virus](#)

**Date:** 4/16/2017 5:27:23 PM

**City/State/Zip:** Bountiful, Utah 84010

**Company Complaining About:** Directv

---

## **Description**

Some one is putting a virus on my computer and then threatening me that if I dont pay to have it removed they will shut down my computer. This is the third time they have done this to me

---

[Ticket: # 1571151 - Interference with Software](#)

**Date:** 4/17/2017 9:32:57 PM

**City/State/Zip:** Walnut, California 91789

**Company Complaining About:** Occurs Everywhere

---

## **Description**

Software begins typing its own essay instead of transcribing clear dictation. One of its favorite topics included national security. Issue was reported but does not appear in list of complaints when checking the status of complaints filed.

---

[Ticket: # 1571202 - Blocking](#)

**Date:** 4/17/2017 10:19:21 PM

**City/State/Zip:** Lawrenceburg, Tennessee 38464

**Company Complaining About:** Charter

---

## **Description**

(b) (6) Blocking of Roku U Tube video, sound portion only is available now. We were able to watch U Tube videos when we first purchased two Roku boxes. This is the second complaint we have filed regarding this issue. The company sent a letter stating that they do not block Roku, yet we have lost the video portion for a second time since filing an informal complaint with the FCC.

---

**Ticket: # 1571212 - Jamming Wifi - shut down security cameras**

**Date:** 4/17/2017 10:29:24 PM

**City/State/Zip:** Palm Bay, Florida 32909

**Company Complaining About:** Bright House

---

## **Description**

Cameras were installed after my front yard was vandalized. Renters moved in across street. There are a group of teens in the family. I notice that when certain teens are there, my cameras are not recording. The last name is (b) (6). They live at (b) (6), Palm Bay FL 32909. Most definitely, (b) (6) is one that always jams the signal. They use phones mostly. There has been some questionable activities there. Cameras never recording at those times. I am 67 and physically handicapped. Went to court over vandalizing and have No Contact order for that person. He had been driving by my home before I installed security lights.

---

**Ticket: # 1571244 - ATT**

**Date:** 4/17/2017 11:28:31 PM

**City/State/Zip:** Pittsburg, California 94565

**Company Complaining About:** Directv

---

## **Description**

I had Direct and called to add ATT. I am first upset because when I called to add ATT, it was bundled without my knowledge. I now find , that with the bundling, the original Direct TV bill was sent into collections I contacted them and the rep told me not to worry and that I could pay on it. I am now stuck with a collection on my credit report for SIXTY measly dollars, although I made regular payments on that account and had no knowledge collection action was being taken. Second, my internet has been freezing and kicking me out since I've added it. Reps have been out four times, and yet it continues to freeze. It freezes for about 3-5 minutes every 10 minutes or so. I have now missed 2 deadlines for homework assignment! I keep being told there is interference and a tech would come and correct the problem , yet it is still not corrected nor has there been a followup or compensation. I've also asked several time to remove the phone , which I do not use and this has also not been addressed either. I want out of this faulty service and contract and I want my credit report corrected!



---

[Ticket: # 1571561 - Internet Outage](#)

**Date:** 4/18/2017 9:39:53 AM

**City/State/Zip:** Peoria, Illinois 61605

**Company Complaining About:** Comcast

---

## **Description**

There has been a network outage since 4-10-2017

---

**Ticket: # 1571831 - Jamming device on GitHub**

**Date:** 4/18/2017 11:20:03 AM

**City/State/Zip:** Turner, Maine 04282

**Company Complaining About:** Time Warner

---

## **Description**

The following GitHub site [https://github.com/spacehuhn/esp8266\\_deauther](https://github.com/spacehuhn/esp8266_deauther) is distributing software that turns a lawful hobby board into an illegal Wi-Fi jammer similar to what was being used at Marriott.

---

[Ticket: # 1571883 - Comcast xfinity](#)

**Date:** 4/18/2017 11:40:29 AM

**City/State/Zip:** Chicago, Illinois 60609

**Company Complaining About:** Comcast

---

## **Description**

On at least 4 occasions I have noticed when I boot-up my computer advertising to join Xfinity is on my screen a couple of times my wi-fi has been switched to Xfinity.

I do not think this to be a coincident. I do not want tampering or whatever it is that they are doing on my computer and want it to stop.

I am an ATT customer for now.

---

**Ticket: # 1572556 - will not remove early cancellation fees due to chronic problems not getting resolved**

**Date:** 4/18/2017 2:37:48 PM

**City/State/Zip:** Springfield, Illinois 62711

**Company Complaining About:** AT&T

---

## **Description**

I cancelled service 03-10-2017 with (b) from Arizona who was suppose to disconnect service with ATT&T AND Direct TV. I had issues (b) throughout my contract with att&t and direct tv as well. Numerous technicians came out to no avail, numerous phone calls for problems with tv and internet with no resolution. Very poor customer service with resolving issues and would not ever have notes recorded, which totaled over 40 roughly. They would not waive early disconnection fees, I asked for them to be waived for poor performance throughout contract with both att&t and direct tv as well.

---

**Ticket: # 1572967 - Internet blocked broken internet**

**Date:** 4/18/2017 4:14:32 PM

**City/State/Zip:** Philadelphia, Pennsylvania 19132

**Company Complaining About:** Sprint

---

### **Description**

Jump Wireless had Sprint block my connection, because I reported them. Now it was not for none payment, because there making my device use data without a browser open. What do I do now, I payed \$200.00 and something dollars for this device for the kids. Why were they playing with my connection in the first place. Haven't had internet in three months...

---

**Ticket: # 1573152 - Top...! (Internet Protocol Address)**

**Date:** 4/18/2017 5:08:23 PM

**City/State/Zip:** Versailles, Kentucky 40383

**Company Complaining About:** Spam And Open Relay Blocking System (a.k.a., "sorbs")

---

## **Description**

Federal Trade Commission Consumer Complaints Team,

Top of the afternoon; and greetings from Central Kentucky.

I am writing regarding my Internet Protocol Address (hereinafter "IP address"), (b) (6), being listed on the following DNS-based anti-spam databases:

(b) (6)

(b) (6)

I contacted the chief executive officer of Spam and Open Relay Blocking System (a.k.a., "SORBS"), Michelle Sullivan, to resolve this matter, however she rudely stated that she was unwilling to remove my IP address from SORBS corporate database. The following uniform resource locator indicates this is an ongoing problem with this company ([https://www.theregister.co.uk/2009/11/06/sorbs\\_sold/](https://www.theregister.co.uk/2009/11/06/sorbs_sold/)). Additionally, the contact details for SORBS is as follows:

Michelle Sullivan  
michelle@sorbs.net (e-mail)  
+356 7954 3115 (phone)

I respectfully request the FTC assistance in helping me satisfactorily resolve this sensitive matter.

If there are any questions or additional points of clarification required, I can be reached at

(b) (6) (mobile) or (b) (6) (e-mail).

(b) (6)

---

[Ticket: # 1573206 - Internet manipulation](#)

**Date:** 4/18/2017 5:21:44 PM

**City/State/Zip:** Wolcott, Connecticut 06716

**Company Complaining About:** Comcast

---

## **Description**

Been booted out of the internet

Apps been slowed down or completely stop

While using the internet

Wifi connectivity been changed

---

**Ticket: # 1573964 - Fw: [FCC Complaints] Re: Re: [FCC Complaints] Re: Jamming or blocking of the internet and harassment because of corporate fraud**

**Date:** 4/19/2017 9:25:30 AM

**City/State/Zip:** Sleaford, Colorado 80202

**Company Complaining About:** British Telecom

---

## Description

This is a follow-up to your previous request #1503326 "Re: [FCC Complaints] Re: Ja..."

Dear FCC

I am at my parents home theyt arent in, a use of tannoy and cybor to say stop intruding and the neighborhood watch, brother and as a result they jammed the internet and i am okay to visit my parents home. therefore please can you advise of the officers names and the public citizen for legal action. BT openreach do not have licences for the officers they are licensed with FCC and bt openreach said they are in on it anyway therefore FCC is the appropriate authority.

(b) (6) 14:08pm 19/4/17 (17/4/17)

---

From: (b) (6)

Sent: 03 April 2017 11:59

To: DRO@fcc.gov

Cc: (b) (6) [at] fcc [dot] gov

Subject: Fw: [FCC Complaints] Re: Re: [FCC Complaints] Re: Jamming or blocking of the internet and harassment because of corporate fraud

The communications violator is now approaching members of the public in civic BT openreach say it is a FCC problem (cybor) please enforce, illegal use of starvation and their licence numbers please? for court or enforcement

(b) (6)

---

From: FCC <consumercomplaints@fcc.gov>

Sent: 17 March 2017 18:34

To: (b) (6)



Subject: [FCC Complaints] Re: Re: [FCC Complaints] Re: Jamming or blocking of the internet and harassment because of corporate fraud

---

**Ticket: # 1574496 - Misuse of wireless extenders and broadcasters**

**Date:** 4/19/2017 12:28:32 PM

**City/State/Zip:** Wauna, Washington 98395

**Company Complaining About:** AT&T

---

## **Description**

My name is (b) (6), and I live at (b) (6) KP N, Gig Harbor, WA 98329. For the last 18 months my neighbors, who live in Lake Holiday, (b) (6) KP N #A, Gig Harbor, WA 98329 have been "directing and amplifying their wireless signals directly at my house and at levels higher than can be detected by retail wifi analyzers. My house is more than a hundred feet away from the nearest house. There is no way that their wifi signals should be many times stronger than my own. I believe that this extended period of exposure of high-level wifi is adversely affecting the health of my family. I have contacted Pierce County Sheriff's office, but they said they do not have the equipment to handle cases where wireless equipment has been weaponized.

---

[Ticket: # 1576438 - remote control of my computer](#)

**Date:** 4/20/2017 10:28:08 AM

**City/State/Zip:** Bronx, New York 10472

**Company Complaining About:** Optimum

---

## **Description**

My computer is being remotely controlled from another device and i believe files are being created and manipulated. I found that some of my browsers are being closed without me on the computer, weird boxes opening and strange sounds on my computer.

---

**Ticket: # 1576574 - Hacking**

**Date:** 4/20/2017 11:08:28 AM

**City/State/Zip:** New York, New York 10009

**Company Complaining About:** T Mobile

---

## **Description**

Hi,

This is the first complaint filed with the FCC and I've filed numerous complaints with the FBI and DOJ.

Continuous cyber attacks since filing a complaint against Barack Obama with the DOJ. I have legally recorded audio of people involved with the harassment specifically saying it's for Barack Obama and they would have no idea who I was unless they were told who I am by Barack Obama because they said it was being done for him.

I also have hours of legally recorded audio of people stalking me while I walk around saying Barack Obama's during the harassment and they would have no idea who I am unless they were told to stalk me by Barack Obama who has 86.9M Twitter followers to network.

I have absolute proof Barack Obama orchestrated the Belgium bombings on March 22nd, 2016 to appear as if my family did the bombings in an effort to terrorize me into silence - including the audio recording by one of the bombers to his mother was found on a computer in a trash bin, similar to a trash bin I threw I a computer, was verbatim a phone conversation I had with my mother days before the attacks.

This was the result of getting into an elevated exchange with him about gun control after attempting to recruit him to work with my companies. I even confronted him about the bombings on Facebook and I have many posts I can submit as evidence surrounding the attacks, such as the gloves on the left hand of the bombers comes from the Human Rights Salute at the 1968 Olympics in Mexico City by John Carlos, that I posted on Facebook.

Take a look at the picture and you will find the reason for the bombers wearing gloves on their left hand.

This information was not obtained by hacking government computers or whistle blowing, the bombings were meant to terrorize me into silence by making several references to myself, my family, and my Facebook.

Since filing the complaint regarding the issue with the DOJ my companies have been cyber attacked and everything leads back to Barack Obama.

---

**Ticket: # 1577036 - Xfinity**

**Date:** 4/20/2017 1:00:03 PM

**City/State/Zip:** Jacksonville, Florida 32223

**Company Complaining About:** Comcast

---

## **Description**

Their required FCC test to my home is showing fail, a lot of noise in the line, and they have been under supportive regarding repairs. Please help. They admit problems and say they will fix by replacing all outside and attic lines, but never show. I am the property manager and resident. I have given blueprints, premission, everything asked, but still nothing.

---

**Ticket: # 1578243 - Internet**

**Date:** 4/20/2017 6:33:27 PM

**City/State/Zip:** Augusta, Georgia 30906

**Company Complaining About:** Comcast

---

## **Description**

My internet services had been moving slow for a while and it started to get worse and worse recently so I contacted Comcast and they saw the issue on their end as well so they sent out a tech. The tech was awesome and she was very informative. She told me that when my new neighbor moved in and got their comcast service set up a few months ago the tech that set up their service hooked their line of service up with mine so that's why my internet wasn't working when I called to inform Comcast of the information I received the representative placed me on hold and transferred me to another agent without my knowledge or even speaking to me. The second representative I spoke with kept me on hold for over 5 minutes and then told me I would have to go to our local Comcast store and talk to them. If this is an issue that I had nothing to do with I told her it's unfair for me to have to waste my time or gas to fix an issue that was caused by their technician. The representative then kept trying to sell me another package and then told me there is nothing more she can do is offer a 20.00 credit because that's her limit. I am beyond upset and will be canceling my service if this does not get properly resolved because I am a hard working woman and I got to school I am not paying for services for someone else to enjoy and I can't. And to top it off the representative told me I couldn't speak with a supervisor.

---

**Ticket: # 1579128 - Re: [FCC Complaints] Re: Phone and Internet Service and Bundle Billing**

**Date:** 4/21/2017 11:27:07 AM

**City/State/Zip:** Vero Beach, Florida 32960

**Company Complaining About:** AT&T

---

## **Description**

This is a follow-up to your previous request #1462976 "Phone and Internet Service ..."

Going on 4 months now and the bill is still wrong - looks like Direct TV finally got it but ATT still got it wrong on the billing - and then they wont to charge me a a restoral fee after not having my service not working correctly for so long

Seriously - then i get something in the mail from the UVERSE company that now you can bundle for ONLY 89.00 a month - WTH is that all about - I will pay my ATT bill minus the 40.00 restoral fee....i should change companies, but i cant do that either now because the temp fix on the cable to give me internet and phone service, ATT wont replace the main cable to make all the faulty patches in our area work,so i will have to keep my temp wire from pole to pole instead, so i would have to go thru the same trouble with COMCAST/XFINITY.....

---

**Ticket: # 1579292 - interfering with 911 call**

**Date:** 4/21/2017 12:05:11 PM

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

**Company Complaining About:** T Mobile

---

## **Description**

on the date of 4-20-2017 at 05:40 PM, I Lawrence ronald Ulrich, called 911 and informed the 911 dispatcher that i was fighting police misconduct over an inheritance issue and that i was receiving death threats because I submitted documents to the courthouse earlier that day that could be very damaging to them ,{SFPD}. I( informed the 911 dispatcher that my phone was either tampered with or has an illegal block on it and that i needed my call to be connected to the U.S. Attorneys office, and that not only was my life in danger, but they are using some rather dangerous items against me that place my life in danger due to my epileptic condition, the 911 dispatcher said they would connect me to the U.S. Attorneys office, but instead redirected my call to the police department. Second attempt through the 911 system connected me to the U.S. Attorneys office, although I got an answer machine that did not return my call to the important matters previously discussed. Today,4-21-2017 I will request the 911 transcripts, although i have the incident recorded with both audio and video.



---

[Ticket: # 1579434 - My problem is NOT fixed](#)

**Date:** 4/21/2017 12:41:06 PM

**City/State/Zip:** Caldwell, Idaho 83605

**Company Complaining About:** Cable One

---

## **Description**

Recent complaint #1535819. I responded to your e-mail that this complaint was closed. I'll thank you to not take the Cable One's word for the problem being fixed, it is not. No change what so ever. Infact I am using my cellular conection to make this report.

---

**Ticket: # 1579747 - Tv.losing chanel by signals lost Wifi not working right either.**

**Date:** 4/21/2017 1:58:03 PM

**City/State/Zip:** St. Albans, Vermont 05478

**Company Complaining About:** Dish Network

---

## **Description**

For days this will go on . I do notice sport channels stay on. The sun can be out with no wind and it still does that. Been in touch with Dish nothing changes. Wifi continues to not be available also. Tv.

---

**Ticket: # 1580764 - Re: [FCC Complaints] Re: Wireless**

**Date:** 4/21/2017 9:51:15 PM

**City/State/Zip:** Pomona, California 91766

**Company Complaining About:** Time Warner

---

## **Description**

This is a follow-up to your previous request #1340751 "Wireless"

dear Ladies and Gentlemen:

I feel insulted ... in your last message you basically "spit" on my education and intelligence ... there is nothing wrong with my equipment and my complaint was regarding an illegal transmitter .... maybe a submarine communications array maybe an unlicensed array (in Massachusetts I witnessed unauthorized transmissions on TV channels that were shore to ocean ship ... ANYWAY enough of this nonsense .... who wrote the last message to me? a machine? or a human with 3rd grade education ? respectfully .... yours

-----

### **Confidential Communications**

The information contained in this e-mail message is intended only for the use of the individual or individuals named above. If the person actually receiving this message or any other reader of the message is not the named recipient or the employee or agent responsible to deliver it to the named recipient, any use, dissemination, distribution, or copying of the communication is strictly prohibited. If you have received this communication in error, please immediately destroy AND notify me by telephone at (b) (6) . (in USA.)

---- FCC <consumercomplaints@fcc.gov> wrote:

---

**Ticket: # 1581026 - filed complaint Time Warner Cable/Spectrum**

**Date:** 4/22/2017 12:01:18 PM

**City/State/Zip:** Palm Springs, California 92263

**Company Complaining About:** Spectrum- Formerly Time Warner Cable

---

## **Description**

Please call me ASAP re filed complaint, 760/567 8867. There are ongoing service issues because of poor vault in the field. Suffered 20-21 months now with very poor service. I filed complaint a month ago in writing, I need the complaint number and to speak with you to escalate. TWC/Spectrum has disabled service while they still have not repaired nearby vault...they now wish to back peddle, blame me for issues while bullying and instead of bifurcating they have allowed their computer to disable signal to us rather than resolve or step up to remedy. They need to be penalized. Thank you. here is example of pixelated [!\[\]\(23d9fc146e83b5c3013cfa32c784f8d5\_img.jpg\)](https://(b) (6))

---

[Ticket: # 1581237 - Internet has been disconnecting for months](#)

**Date:** 4/22/2017 3:48:56 PM

**City/State/Zip:** Dewitt, Iowa 52742

**Company Complaining About:** Mediacom

---

## **Description**

our internet has been cutting in and out at a frequent pace for a few months now, we have had numerous techs out, numerous modems, lines replaced and now work done on the pole (supposedly). it doesn't seem as though we are going to see any progress any time soon. we bundle our tv with this service and pay a premium for it as opposed to finding a cheaper service which we are also stuck with if we want to keep the cable internet and get our service working properly.

---

## Ticket: # 1581401 - Sprint, and Verizon employees

Date: 4/22/2017 7:39:53 PM

City/State/Zip: Lincoln, Nebraska 68516

Company Complaining About: Verizon

---

### Description

Sprint fraud has refused to assist in hijacking my device since purchased. The Scottsdale sales person compromised my account and device. I used 6 months and asked to return. I have paid 95% of device and fraud agreed to early contract close. I need to settle account. There is no where to meet customer service in NE.

Until yesterday, I had prepaid Verizon. 3/9/17, and 3/31/17, Lincoln, Pine Lake Verizon employee, Juan, Mgr. Aaron, hacked my ipad with his smart phone, while I, a paying customer used their store wifi for iOS and Win OS updates.

In less than a month, this is an organized hate network, religious, political, Drug, Trump, hate crimes, from highschoolers using an smartphone ap, texting my location, hijacking my iPad in car parked, and paid. My Email freezes. I turn around. They are behind me.

8/2016 SPD Scottsdale shot dead the kid, no gun, who returned to crime scene, called 911 to report others he texted, to steal my laptop and data, at Sprouts 2/20/16. SPD refused my theft evidence, gave me 4 targeted photo tickets to intimidate.

1/2016 I hired 3 lawyers. I won both Shea EDD UI on 8/21/15, slander and false performance reviews, and PD AZ targeted photo tickets 3/2016. AZAG shut down.

8/2016, Scottsdale Remco roofers urinated through my skylight, I moved. I was an Arpaio, an Trump political volunteer, campaigner.

9/1/16 day 1 Colorado, Centennial, my storage items were stolen, by noncustomers without gate access, 1 man was staring at my evidence file, another took my photo. Sheriff Walcher destroyed video evidence twice. He is on Shea Highland Ranch Board!

They framed my son, Destroyed both his USAF and HAZMAT truck jobs he had a year before I moved In 9/1/16. ....Same as they are destroying my jobs for six years for 6/2012, for reporting Shoreline drug trafficking, being an advocate to elderly.

Alameda, CA (b) (6), made me a target, defended door to door Drug delivery, threatened me to shut up, don't tell anyone. We are not filing your report.

6/2016, PI said surveillance can not be stopped coming from there, across border, outside US. He advised "change your name, SSN, never use internet, and disappear. "

8/2016 , 4 OPD chiefs were fired in 9 days, by female Oakland Mayor and 8/2016 AZ air Marshall arrested trafficking drugs by air.

11/11/16 CO Election Day, illegals stole my money and put holes in my door. Aurora PD laughed, delayed, tried not to file criminal report. I moved, and druggies deliberate follow, set up shop, slander, deceive, bribe neighbors to harass, for Six years.

3/1/17, I moved east of family farm to Nebraska. My Lincoln apartment has been raided multiple times. The maintenance knows how to manipulate alarms. Close attached wall Neighbors hijack my mobile data internet, phone calls. Stonebrook roofing has not used this truck on any other apartments that on current project. My PI verified illegal surveillance.

I am pro safety border, against illegal drug trafficking, sales, and in a scholarly bible study with a catholic converted Jehovah witness woman. These studies are accurate, exact from Bible text.

3/31/16 She was attacked by neighbor #84 dogs. I believe deliberate to her and I, religious for her, political for me. She has been a trooper of a friend, to me new, in town.

---

**Ticket: # 1581858 - RADIO**

**Date:** 4/23/2017 5:05:12 PM

**City/State/Zip:** Westfield, Massachusetts 01085

**Company Complaining About:** Verizon Wireless

---

### **Description**

The pervert from Long's Steakhouse has impounded the middle of the radio stations on the tuner to have been captured with a sack to finger specialized by birth, 1 year at 1 years old sample porn, Long's Steakhouse. The waitress is a afro murderer and covets my apartment number as well.

---

**Ticket: # 1582098 - IP Address Compromised**

**Date:** 4/24/2017 4:14:50 AM

**City/State/Zip:** Inglewood, California 90305

**Company Complaining About:** AT&T

---

**Description**

In January, 2017, I started losing my internet connection because I was told that Microsoft 10 was not compatible with the internet and therefore, it would not connect with my AT&T internet/U-verse service.

On Friday, April 21, 2017 I received a calls from 1- 844-550-2555 who identified himself as calling from

Microsoft to inform me that my IP Address had been compromised. I told the caller that I would contact my carrier, AT&T to verify and resolve the issue.

Please confirm that the Microsoft calls was legitimate and that my service has not been compromised.

THIS CALL CAME THROUGH MY CELL PHONE REGARDING MY LANDLINE/U-VERSE ACCOUNT.

Thank you!



---

[Ticket: # 1583086 - Critical Alert from Microsoft](#)

**Date:** 4/24/2017 1:44:40 PM

**City/State/Zip:** Tucson, Arizona 85742

**Company Complaining About:** Microsoft

---

## **Description**

Critical Alert from Microsoft and an annoying recording.

---

**Ticket: # 1584473 - Cell Phone Internet Blocking**

**Date:** 4/24/2017 9:30:42 PM

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

**Company Complaining About:** Verizon

---

## **Description**

Hello, it seems as though the Hyatt Regency Jacksonville Riverfront is blocking cellphone internet.

Address is (b) (6), Jacksonville, FL 32202, USA

---

[Ticket: # 1584770 - Re: FBI Blocked My Facebook And Messenger Page Dallas Internet Crime Lab](#)

**Date:** 4/25/2017 9:24:24 AM

**City/State/Zip:** Dallas, Texas 75201

**Company Complaining About:** Sprint

---

### **Description**

This is a follow-up to your previous request #1326918 "FBI Blocked My Facebook And Messenger Page Dallas Internet Crime Lab"

---

[Ticket: # 1584793 - Re: Facebook](#)

**Date:** 4/25/2017 9:32:50 AM

**City/State/Zip:** Dallas, Texas 75201

**Company Complaining About:** Metropcs

---

## **Description**

This is a follow-up to your previous request #1337767 "Facebook"

---

**Ticket: # 1585939 - Comcast is just being Difficult but are definitely generating a bill for us every month but with poor service**

**Date:** 4/25/2017 1:07:27 PM

**City/State/Zip:** Tallahassee, Florida 32303

**Company Complaining About:** Comcast

---

## **Description**

I have been calling Comcast everyday almost and have had to slow down calling because I have a new job and don't have time to call and put forth so much energy dealing with them. I have cable and internet services. I left Comcast last year April 2016 and went to DirecTV because my bill was going up and changing every month with Comcast. I kept the internet service because in our area they are the only real provider of Internet. I called and called about my Internet not working properly and nothing was ever done. They sent out a tech once and all he did was walk around and say all is good and left and charged me \$60.00 for a 10 minute job. Needless to say the services still didn't work properly. The internet still to this day works on and off and the WIFI dept with Comcast told me its because of the signal coming into the home isn't strong. They never tried to resolve the issue. I dealt with it since then, just have to bite the bullet because hey what else can I do I mean they are a Monopoly in our area which is why they treat us customers the way they do. I recently upgraded back up to Cable and Internet with Comcast. I received my equipment in the mail 2 weeks ago on the 11th of April 2017 and tried to install. After installing I see neither of the TV boxes were receiving a signal so I called and they sent out a tech again. The tech arrives on the phone and very unprofessional. But he came in and checked the cable line in the living room and said the signal was weak. He then went outside for about 20-30 minutes on the side of my home. He came back in and told me that the lines outside and the instrument they were running from were all bad and needed to be replaced. He cut my lines and ran them from the box around my neighbors home and we now have a cable line running around the both of our homes under both our gates and onto the side of my home into the cable box on the side of the house. He then told me he was putting in a ticket for someone to come repair the boxes outside along with someone who will be burying the line. None of that has happened and I have been calling and calling and I get a different answer every time I speak to someone. I've spoken with managers who are clueless and insulting. I'm at the point now where I've almost been fired when I just started working because I am trying to deal with this Comcast issue. I tell them I don't like calling them and that I just want to receive the services I am paying for. I'm so F\*\*\*\*\* frustrated now and I have no idea what too do. Can you all please help me out by SHUTTINNG THEM DOWN. IT'S A SHAME THEY ARE STILL BEING ALLOWED TO TAKE ADVANTAGE OF US. IT'S GOTTEN UNBEARABLE WHICH IS WHY IM HERE COMPLAINING BECAUSE IM ALL OUT OF OPTIONS!!! HELP IS REALLY NEEDED.

---

[Ticket: # 1586397 - wifi jammer in use on 9th street in San Francisco](#)

**Date:** 4/25/2017 2:29:16 PM

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

**Company Complaining About:** Planet Labs (reporter)

---

## Description

Hi,

My Company, (b) (6) located at (b) (6) in San Francisco has been under attack by a wifi jammer which has disabled our company, and other companies on the story. We've tracked the signal down to an accompanying building but have no recourse to stop. Any help would be greatly appreciated.

Attached is a pcap sample of the attack we are observing.

---

**Ticket: # 1590474 - Email fraud**

**Date:** 4/26/2017 7:59:59 PM

**City/State/Zip:** Carol City, Florida 33055

**Company Complaining About:** AT&T

---

### **Description**

Since April 23, 2017, two emailed sent by USAA has been fraudulently interrupted from my email inbox by a hacker. In addition, there's a imaging scam concerning email and internet usage. Example copying info viewed by the customer on their device I.e. Computer, smart phone, etc... last night utilized Del Taco for pay info and some hacked thirty something dollars from the retired member account, fraud....

---

**Ticket: # 1590594 - COMCAST internet/ Phone/ cable**

**Date:** 4/26/2017 9:34:54 PM

**City/State/Zip:** Miami, Florida 33135

**Company Complaining About:** Comcast

---

### **Description**

SUbscribed to Internet and phone in Jan 2017. Every few days Internet down and no phone. Have to call company to reset. Pay \$182 per month. After 4 months, speaking to 10 customer service reps, 5 technicians to my home and several supervisors they fixed my issue. They all lie, promise and tell you different stories. The right hand has no idea what the left hand is doing. They are lazy and unprofessional. Paying for high tech equipment and have old equipment. Cable tech changed cables and dropped old cable in wall, could not fish it out and now I have cables hanging in full view- very unprofessional and all they keep saying is, I'm so sorry.



---

[Ticket: # 1590923 - Zeus virus detected scam](#)

**Date:** 4/27/2017 9:09:13 AM

**City/State/Zip:** Tucson, Arizona 85742

**Company Complaining About:** Doesn't Say The Company

---

### **Description**

Call (855) 624-0094 for support. Your computer has been blocked scam.

---

[Ticket: # 1593232 - computer blocking](#)

**Date:** 4/27/2017 6:41:07 PM

**City/State/Zip:** Las Vegas, Nevada 89118

**Company Complaining About:** Cox

---

### **Description**

internet interruption and blocking the computer that my computer is blocked due to a Zeus virus. I was told to call 855 622 8558 for restoring my computer. This happens now 3-4 times a week.

---

**Ticket: # 1593501 - Complaint against Frontier Communications****Date:** 4/27/2017 9:11:36 PM**City/State/Zip:** Lompoc, California 93436**Company Complaining About:** Frontier Communications

---

**Description**

I have a complaint against frontier communications, back in February I was having trouble with my phone line and internet service. I called Frontier and a technician was sent to my site, and he technician worked on the outside cables never inside my office. I received a bill charging me \$150.00 charge for 1 hour technical support. When I called Frontier I was given a phone number for the supervisor for the technician and I was told I had to call this supervisor myself. After leaving several phone messages I never got a call back from the supervisor. When I called Frontier I was told to take it or leave it, when I requested to talk to a supervisor and question the charges he told me that my previous arrangement with Verizon was null and void. According to this supervisor I was out of contract as an April 1, 2017, because the verbal agreement with Verizon was only for a year. I mentioned to this supervisor that I called in February and I was still covered by the agreement with Verizon he refused to help me and I had to cut my service with Frontier because the issue was not fixed and I was not willing to pay more \$150.00 per hour charges especially when the problem was with the outside cables. It is ridiculous how this company has taken the care and customer out of customer care. They keep you on hold for very long times and refuse to hear any common sense.

---

**Ticket: # 1593788 - WIFI blocking by Red Lobster at 3815 S Lamar Blvd in Austin Texas**

**Date:** 4/28/2017 8:49:02 AM

**City/State/Zip:** Austin, Texas 78760

**Company Complaining About:** Red Lobster Restaurant

---

## **Description**

Something inside the Red Lobster restaurant at (b) (6) is jamming WIFI signals and also interfering with cell phone functions. This is the 2nd time I have experienced this. This time a friends with me also had similar problems with their cell phone. I was using an Android phone and my friend was using a Galaxy J7 phone.

---

**Ticket: # 1595447 - VERIZON INTERNET SERVICE CLOSED REPAIR WITHOUT COMPLETING REPAIR**

**Date:** 4/28/2017 4:51:44 PM

**City/State/Zip:** Baltimore, Maryland 21210

**Company Complaining About:** Verizon

---

**Description**

CALLED VERISON SERVICE 4/21/17 RE: SLOW DSL SERVICE AFTER WIND STORM - TIMED OUT LOG INS AND BUFFERING STREAMING CONTENT EVERY 2 MINUTES. SCHEDULED INSIDE SERVICE FOR 4/29 (SAT) 8-12 NOON (TICKET # MDCH04PBOT)FOR INSIDE HOUSE ACCESS DUE TO INABIITY TO BE OFF DURING WEEK. THEY ALSO SAID THEY WOULD SEND AN OUTSIDE SERVICE REPAIR PERSON BEFORE THAT, TO CHECK ON POLE CONNECTIONS. GOT TEXT ON SUN 4/23 (DURING CHURCH SERVICE) THAT THE OUTSIDE SERVICES PERSON WANTED ACCESS TO THE HOUSE (COULD NOT DO..DID NOT PLAN TO BE HOME) RETURNED MESSAGE VOICE MAIL THAT THEY COULD LOOK AT POLE AND OUTSIDE CONNECTION ...WAS ALREADY SCHEDULED FOR INSIDE APPT ON 4/29/17. LATER 4/23 GOT TEXT THAT THE ISSUE WITH INTERNET WAS "RESOLVED." AS OF 4/26 STILL NOT WORKING. CALLED VERIZON SERVICE 4/28 TO CONFIRM 4/29 APPT STILL ON BOOKS ..."NO," THE TICKET WAS CLOSED OUT ...NOW ONLY 4/29- BETWEEN 1PM AND 5PM AVAILABLE (TICKET# MDCH04PFQD)....HAD TO CANCEL AN OUT OF TOWN TRIP . SPOKE TO SUPERVISOR, SUBU CHICUKULA (YES...HAD HIM SPELL IT) ...THAT HE COULD DO NOTHING ABOUT THE REPAIR TIME (FOR AN APPOINTMENT VERISON ERRONEOUSLY CLOSED). \*\*\*CAN NOW SEE WHY PEOPLE ARE SWITCHING TO COMCAST\*\*\*\*

---

[Ticket: # 1595520 - wifi jammer](#)

**Date:** 4/28/2017 5:23:07 PM

**City/State/Zip:** Ogden, Utah 84403-4228

**Company Complaining About:** Mark Morris

---

## **Description**

Neighbor installed wifi jammer to kill my security camera and wifi inside of my house

---

**Ticket: # 1595699 - blocking**

**Date:** 4/28/2017 7:08:51 PM

**City/State/Zip:** Las Vegas, Nevada 89118

**Company Complaining About:** Cox

---

## **Description**

continuously my web is getting blocked by the same message that a Zeus virus is detected and to call a phone number. If you call, it goes to India, they want to log into your computer and fix it. they do not give any information, no id number or company number with any reference. 855 622 6365. the phone number start to change but it is the same message.

---

**Ticket: # 1596363 - netgear shakedown**

**Date:** 4/29/2017 4:48:20 PM

**City/State/Zip:** Hendersonville, Tennessee 37076

**Company Complaining About:** Netgear

---

## **Description**

I bought a Netgear wireless router model c7000 / ac1900 and it seems like Netgear is creating an issue that requires technical support, and then uses that opportunity to press customers like myself into buying a pricey extended warranty.

In a nutshell, the router stops working despite good signal. Devices show that they are connected, but you cannot browse the internet. After lengthy hold times and then verification of customer info, device info, and discussion of troubleshooting process, the tech support rep says they cannot help unless an extended warranty is purchased, starting at \$89 for six months.

It seems that the issue is resolved by re-setting the account password. That fact is never revealed by the technical support rep.

I went through this twice with this device. The first time the rep insisted that I must buy the extended warranty even though the device was under original 90 day warranty. It took repeated requests before that warranty was honored.

My request is that if a manufacturer is going to require something like firmware updates or password re-sets, it should be made known at the time of purchase, a clear and simple path of links and steps to take should be provided, at time of purchase and upon request.

I think that Netgear stops devices from working and then withholds simple and basic information to keep you from accessing the internet and then tries to sell extended warranties at an outrageous price during a moment of profound frustration which they cause.



---

[Ticket: # 1596437 - Comcast Employee\(s\) Wifi/Jamming/Remotely accessing computer](#)

**Date:** 4/29/2017 6:54:46 PM

**City/State/Zip:** Huntsville, Alabama 35806

**Company Complaining About:** Comcast

---

## **Description**

Comcast Employee/Contractor is regularly accessing my computer remotely and preventing emails from being sent/received. This continues to happen despite complaints.

---

[Ticket: # 1599249 - A "Blacklisting" by AOL](#)

**Date:** 5/1/2017 5:34:30 PM

**City/State/Zip:** Huntington, New York 11743

**Company Complaining About:** Aol

---

## **Description**

I use a company called 1and1 to send out mass e-mails to civic association members. Last night I sent out an e-mail to hundreds of members regarding a Town of Huntington Public Hearing. AOL e-mail addresses did not receive the e-mail, while all others did.. Checking with 1and 1, I was told that AOL is "Blacklisting" the 1 and 1 Company and no e-mails will be received. In checking, the 1 and 1 company tried to e-mail me and my husband, both with AOL e-mail address, but were unsuccessful. I called AOL and they would not confirm or deny the issue. I checked with several members of my Civic Association. Those with AOL e-mail addresses did not receive the e-mail. All others did. I would like to report AOL for possible unfair practices.

---

**Ticket: # 1599401 - INTERNET MALPRACTICE**

**Date:** 5/1/2017 6:56:30 PM

**City/State/Zip:** Riveredge Nj, New Jersey 07661

**Company Complaining About:** T Mobile

---

## **Description**

All,

I am writing this email to make a cyberbullying and legal complaint against Stern School of Business, New York University (NYU), (b) (6) (Overlook Hospital) and (b) (6) (Hackensack University Medical Center). The aforementioned institutions colluded to hit me with repeated electroshocks, snapchats and Android robots programmed via my Android Telephonem-malware which was hidden and denied it repeatedly despite repeated requests not to harass me using these - "Robocalls." Furthermore, they blocked my email and access to the Career Center and created fake interviews/sham marriages to bully me via "collusive & electronic manipulative bullying practices" and discriminated against me individually.

Please help me as this resulted in severe emotional, physical and monetary damages. Thank you for your immediate help in this matter, before legal counsel and further procedures.

(b) (6)

Riveredge, New Jersey

(b) (6)

THIS LETTER IS CONFIDENTIAL

---

**Ticket: # 344685 - Inappropriate take over of a web browser by Xfiniti-WiFi**

**Date:** 6/16/2015 10:52:51 PM

**City/State/Zip:** Fresno, California 93720

**Company Complaining About:** Comcast

---

## **Description**

I opened my Firefox web browser, instead of my opening page, there was an ad for Xfiniti. This was not a drop down box, but the entire screen. No close button. Any bookmark that I clicked on went back to the Xfiniti page. I called Xfiniti, 18 minutes later I was able to talk to a supervisor named Robin. He told me it was my fault for not blocking Xfiniti. I explained it was not a pop window but the whole screen. He asked me if they had taken any of my information from me. How am I to know. He had a hostile attitude from the start of our conversation. This is the third time this has happened. I told them after the second that if it happened again, I would file a complaint. I tried my Safari browser and the same situation.

---

**Ticket: # 345107 - AOL Blocking Electronic Water Bills**

**Date:** 6/17/2015 10:50:25 AM

**City/State/Zip:** Pueblo, Colorado 81002

**Company Complaining About:** Aol

---

**Description**

We offer a service to our customers that allow them to sign up to receiving their water bills electronically. Last week AOL started blocking our emails. We tried to contact them but we were sent to <http://postmaster.aol.com/> for information and resolution. The web site says that domain sending emails to AOL must have DKIM and DMARC configured. We made that change and are now receiving DMARC reports from Yahoo, Google, Hotmail, LinkedIn and CenturyLink. AOL has not acknowledged any of our requests and is not using the tools they require for allowing email. They are blocking legitimate emails that they end users have requested.

We created a paid account on AOL and attempted to send a water bill to it. The bill was blocked. We called the paid support number and were referred to the same website we used as a non-customer.

---

**Ticket: # 348562 - Google, Verizon, Comcast, Vonage. Level three communication**

**Date:** 6/18/2015 12:17:42 PM

**City/State/Zip:** Baltimore, Maryland 21220

**Company Complaining About:** Comcast

---

## **Description**

Google and Bing have Aline themselves with communication companies to eliminate small companies and takeover trademarked names. With every move mister (b) (6) makes Google adjust. Take (b) (6) middle river Google put eight ads above us and removes us from view. Our trademark lawyer (b) (6) told mister (b) (6) to give it up and move on. Mr (b) (6) has many different names all over the country, and i suspect that the communication compa<sup>(f)</sup>ies own mr (b) (6) and are destroying mister (b) (6) inc. our income has went from around 132,00 dollars to 89,000 thousand to around thirty thousand dollars blocking our calls and income. It has been eight years and everyone has turned their heads. I called the FBI and they don't even delve into the situation or ask for paper work for details.

---

**Ticket: # 353760 - possible wrongful access into my email/computer network to find Identity theft also as a former flight attendant**

**Date:** 6/20/2015 12:49:43 PM

**City/State/Zip:** Warren, Michigan 48091

**Company Complaining About:** Wow, Comcast, Metro Pc Direct Tv Att

---

## **Description**

possible wrongful access into my email/internet /computer network, also included my cell phone service thru metropc and tv service... my computer service was through Comcast service at my Clinton township condo previously where I was having some issues concerning possible access into my email and people saying I sent messages that I never sent, or receiving replies back via internet that I never sent....??? to then my cell phone at (b) (6) I called the Clinton township police to report hearing someone on my deck in middle night, my cell phone call was intercepted and someone said..."DONT COME ITS A SET UP" and the police never came and I was drugged at my condo shortly after that to have my drug screen missing required ud to reflect what I was drugged with to find wrong medical imaging, wrong information everywhere, identity theft for a former flight attendant is a possible security issue as when I moved then to my mothers home in warren at (b) (6) after I was drugged at my condo in May 2012, I received threatening messages on phone land line at (b) (6) with messages reported and recorded and reported to warren police messages stating.... you can purchase this paralyzer that shoots a dye at victims to identify them if you are ever attacked by man or beast" and gave this tape recorded messages to warren police detective yonkin assigned to investigate and never asked me a question and said case closed.... to then be told by mr Johnson of warren police he would arrest me if I did not leave when trying to make apt with secretary to meet with chief police/captain about wrong information which is a violation of my rights, and I also called AT&T who traced the calls, to then seem to have them stop, but have a log of several calls we were getting from every state everyday also that was not the normal, some with blocked names and off numbers such as 000..??? all reported to police and private investigator I hired. I previously had Comcast computer service at my condo to then change to wow service at my mothers home at 21706 Logue in warren to receive messages that would appear/possible computer access saying on my computer screen..."hes dead jim", and would shut down my computer system then..???? a lot of interference in tv also which my mother had direct tv service bvt never received a bill and said her son scott took care of that, who I know scott had a friend that worked at Direct TV service previously and wonder about this TV service also at my mothers home ..... I did shut off my computer internet with WOW also after I kept receivbng these messages on my computer and have not used my email address since approx. that was in 2014..???? who has possible access/interfering to my computer service/internet/cell phone wrongfully..???? need to check Comcast internet service I had previously, then wow internet service I changed to on Logue street in warren, and also the DirectTV, AT&T, at my mothers tv service and land line phone, and then my metro pc cell phone service with previous cell number 586-209-6044 where the call was intercepted at my Clinton township condo and then then (b) (6) with new phone and new phone number from metropc after I was drugged at my condo in may 2012 to then find this sem blocking on my account with metro pc when I was there yesterday..??? what is this sem blocking..????? and who can access and shut down my computer while I was in middle of typing letter ..????? thank you for investigation as this could possibly be related to identity theft and wrong information everywhere also if possible wrong access and usage as receiving messages and replies of things people said they never sent me either..... but I received a

nasty text from them..... who is able to send wrongful text back to me also via cell phone..??? and then who possibly sending information text messaging that not really from me via cell or computer internet..???? my internet service has been shut off over year now and I have not used my email address at all since I shut down my computer service with wow.... AS A FORMER FLIGHT ATTENDANT AND JUST GRADUATED A FLIGHT CLASS IN 2008 WITH THIS IDENTITY THEFT/WRONG INFORMATION EVERYWHERE, I WAS REFERRED TO THIS FCC TO FILE A COMPLAINT BY THE CONGRESS LEVINS OFFICE, AND ALSO AS A RECIPIENT OF A DOLL FROM VIETNAM WITH BOO MBS IN LOATE 1960'S THAT WAS PICKED UP BY OUR HOUSE IN DETROIT IN LATE 60'S BY POLICE/GOVT THAT YOU NEVER KNOW IS CONNECTED OR RELATED TO ANY ISSUES OCCURRING POSSIBLY..... THANK YOU FOR INVESTIGATING THIS MATTER, PLEASE REFER TO COMPLAINT I LAOS FILED FOR THE PHONE WITH FCC



---

[Ticket: # 353809 - Marriott blocking personal WiFi hotspot](#)

**Date:** 6/20/2015 1:27:59 PM

**City/State/Zip:** New York, New York 10007

**Company Complaining About:** Sprint

---

## **Description**

The Louisville Marriott downtown is actively searching for a disrupting my personal WiFi hotspot connection. When I first checked in, my hotspot connected to a strong cell tower signal. However, once I turned the hotspot off and tried to reconnect, the hotspot repeatedly finds and tries to connect to the tower, but is unable to. Marriott has been fined for this before. Instead of blocking WiFi spectrum, they seem to have changed tactics to blocking nearby data only connections to cell towers.

---

[Ticket: # 354409 - Cellular jamming at Pheasant Run](#)

**Date:** 6/20/2015 11:33:30 PM

**City/State/Zip:** Grandville, Michigan 49418

**Company Complaining About:** Verizon Wireless

---

### **Description**

I highly suspect the use of cellular jamming devices at Pheasant Run hotel and conference center in St. Charles, Illinois. Cell seems to be blocked in both the hotel and convention hall.

---

**Ticket: # 357656 - Jamming of My Internet Signal**

**Date:** 6/23/2015 10:14:48 AM

**City/State/Zip:** Brooklyn, New York 11230

**Company Complaining About:** Clear -(the Problem Was Not With Clear It Was Outside Interference)

---

## Description

I am a customer who receives internet service from Clear.COM. Last year almost every Saturday my internet service would go down. One of those Saturdays I called Clear support and the IT person worked with me for over 3 hours to no avail. He stated nothing is working with your system or you signal it should be working well. I told him I suspect that someone in my neighborhood is jamming my signal. He did not agree but after having tried everything he became upset and said it is illegal. Someone is jamming your signal.

Yesterday June 22 around 11.15 am the same happened again. I did reset the modem, unplugged everything for 15 minutes then re-started it the system remained down. Fortunately I have a Clear Hot spot in addition to a Clear Modem. I brought the Hot Spot into my office and that worked perfectly. It worked off of the same tower and wifi service. The modem remained down all through the rest of the day and through the night. I unplugged everything through the night in hopes it would reset itself or the person jamming the signal would stop.

Today June 23 at 5.30 i rebooted the modem the wifi was down. I again brought the HotSpot into the office and it worked perfectly. I was able to get on to the internet using the hot spot. When I logged into my Clear Account and checked signal strength it tested very low and suggested I should call support. I again tried about 30 minutes before I called clear because I wanted to make sure that the modem signal was being jammed while the Hot Spot worked effortlessly. I called Clear Support and began to complain. As the person worked with me without any help from her suddenly within in 5 minutes of our conversation the Modem began to work perfectly. She tried to convince me that my signal was not being jammed. When I explained to her that the Hot Spot worked in the very same room off of the very same tower and wifi signal. She had to agree that the signal was being jammed.

It was then and there that I decided to contact you to lodge this complaint. I do not know who is doing this but there are many ex-military, military and law-enforcement persons who live in my neighborhood and I am sure they are privy to knowledge and equipment to do this stuff.

Why this would be done to me, you might ask? I have been the subject of harassment by Law Enforcement of different agencies mostly Police Officers of the 70th and 67th Precinct and FDNY in this area called Ditmas Park ,Brooklyn 11230 for the past 5 years. They would follow my car where ever I travel and more. I have complained to the precinct, CCRB, IAB wrote Commissioner Bratton, Bill DeBalsio and even President Obama. My phone conversations are listened to, and they would repeat my conversations almost word for word to me on the street. All of it is to intimidate. But it does not work. I have not complained to you about because I don't have hard proof to substantiate my claims. But this jamming of my internet signal I can at least give some proof to that.

To frank about this, this all began when the Super of My building (b) (6), Brooklyn NY 11230 was arrested for running drugs out of the building. I firmly believe there is a drug pipeline which still continues through this neighborhood and it involves people in high places and it is deeply hidden. I pray daily over this neighborhood that one day this filth will be exposed. They could harass me all

they want I will not stop praying and speaking to the law about what I see. I am praying for the day the FBI would be able to expose this.

In His Service

(b) (6)

I can be reached at (b) (6)

---

**Ticket: # 364159 - Poor Internet Service/Customer Service - Comcast/Xfinity**

**Date:** 6/25/2015 10:44:17 AM

**City/State/Zip:** The Woodlands, Texas 77380

**Company Complaining About:** Comcast

---

## **Description**

Business Comcast/Xfinity has repeatedly had issues with intermittent internet access and slow download speeds even though higher speeds are being paid for. Major issues with voice over IP to where entire business telephone system never rings, but rather rolls over into the voice mail. Called customer service numerous times to only be told it is our [business] issue, or there is an 'outage in the area' (when you call every day at different times during a one week period and there is an outage, I believe there is another issue). When arguing with the customer service representatives to finally get a hold of technical support the company tries to upsell you on their services - there is no where to go when you are at the highest internet speeds. Technical support has used excuses in the number of devices connected to the network, when at a previous office location we never had any issues - in other words the company was trying to find an excuse to blame the customer. The customer should always be put first and that quality is not there with Comcast/Xfinity. When a technician comes to the office to check the hook up of their equipment the 'only' solution is to change their equipment to another piece of equipment. We changed equipment 3 times in 3 weeks. As a business we had an external IT support come look at all of Comcast's set up and equipment and it has been known that Comcast deliberately messes with the programming of their equipment so their customers get so frustrated when they call to complain the representative explains that to 'fix' the solution they are just forking up more money to be upsold on services not needed. Our IT support fixed their issues by blocking out their systems and equipment with a sub-piece of equipment to function as a business on our end. Comcast/Xfinity is trying to run a monopoly. We can not switch services at the moment because other alternatives are not provided in the area at this time.

---

**Ticket: # 365590 - jamming of my internet signal continues**

**Date:** 6/25/2015 2:43:10 PM

**City/State/Zip:** Brooklyn, New York 11230

**Company Complaining About:** Clear.com

---

**Description**

SPOKE WITH CLEAR.COM

IT Support: Charles

Time 1.46 pm- 1.55 pm 9 minutes

(b) (6)

Phone 888-888-3113

He documented what I reported to establish a paper trail

E: mail (b) (6)

I filed a prior complaint on Tuesday June 23, 2015 @10.16am

Summary of previous complaint: I spoke with Clear.Com IT Support and we concluded that someone in the vicinity was jamming the signal to my modem. Within 18 minutes, a problem which had lasted for almost 12-14 hours, clear up instantly.

Today Thursday June 25, 2015 at 1.40 pm the problem resumed. The signal from the modem tower was again being jammed. I again tested signal strength with the HotSpot which worked perfectly.

At 1.46 pm: I called Clear.com IT Support and again explained the problem I was having with my modem and the high probability of someone jamming the signal from that device. I explained again that he HopSpot works perfectly.

At 1.50pm: As Charles, IT support for Clear and I began to converse, suddenly the modem became unblocked and began to work. Charles agree that someone is indeed doing this and will document this to keep a paper trail on what is taking place. I told Him that I will make complaints to the FCC as well.

I am again filing a complaint that someone is intentionally jamming the signal to my Modem thus making my computer incapable of getting on to the internet. This affect my work via Microsoft Outlook

Thank you for hearing my compliant

I can be reached at (b) (6) or

(b) (6) . (b) (6) or (b) (6) Brooklyn NY

11230

---

**Ticket: # 365692 - Jamming of Internet Signal**

**Date:** 6/25/2015 2:55:27 PM

**City/State/Zip:** Brooklyn, New York 11230

**Company Complaining About:** Clear.com-- The Problem Is Not With Clear But Intentional Outside Interference

---

## **Description**

I AM RE-SUBMITTING THIS COMPLAINT FOR I DID NOT RECEIVE A RESPONSE FROM YOU

Submitted To FCC on June 23, 2015 @10.16am

[https://consumercomplaints.fcc.gov/hc/en-us?return\\_to=%2Fhc%2Fen-us%2Frequests](https://consumercomplaints.fcc.gov/hc/en-us?return_to=%2Fhc%2Fen-us%2Frequests)

Spoke with Clear

Phone 888-888-3113

Time 9.12 am – 18 Minutes

I am a customer who receives internet service from Clear.COM. Last year almost every Saturday my internet service would go down. One of those Saturdays I called Clear support and the IT person worked with me for over 3 hours to no avail. He stated nothing is working with your system or you signal it should be working well. I told him I suspect that someone in my neighbor hood is jamming my signal. He did not agree but after having tried everything he to became upset and said it is illegal. Someone is jamming your signal.

Yesterday June 22 around 11.15 am the same happened again. I did rest the modem, unplugged everything for 15 minutes then re-started it the system remained down. Fortunately I have a clear Hot spot in addition to a Clear Modem. I brought the Hot Spot into my office and that worked perfectly. It worked off of the same tower and wifi service. The modem remained down all through the rest of the day and through the night. I unplugged everything through the night in hopes it would reset itself or the person jamming the signal would stop.

Today June 23 at 5.30 i rebooted the modem the wifi was down. I again brought the HotSpot into the office and it worked perfectly. I was able to get on to the internet using the hot spot. When I logged into my Clear Account and checked signal strength it tested very low and suggested I should call support. I again tried about 30 minutes before I called clear because I wanted to make sure that the modem signal was being jammed while the Hot Spot worked effortlessly. I called Clear Support and began to complain. As the person worked with me without any help from her suddenly within in 5 minutes of our conversation the Modem began to work perfectly. She tried to convince me that my signal was not being jammed. When I explained to her that the Hot Spot worked in the very same room off of the very same tower and wifi signal. She had to agree that the signal was being jammed.

It was then and there that I decided to contact you to lodge this complaint. I do not know who is doing this but there are many ex-military, military and law-enforcement persons who live in my neighborhood and I am sure they are privy to knowledge and equipment to do this stuff. Why this would be done to me, you might ask? I have been the subject of harassment by Law Enforcement of different agencies mostly Police Officers of the 70th and 67th Precinct and FDNY in

this area called Ditmas Park ,Brooklyn 11230 for the past 5 years. They would follow my car where ever I travel and more. I have complained to the precinct, CCRB, IAB wrote Commissioner Bratton, Bill DeBalsio and even President Obama. My phone conversations are listened to, and they would repeat my conversations almost word for word to me on the street. All of it is to intimidate. But it does not work. I have not complained to you about because I don't have hard proof to substantiate my claims. But this jamming of my internet signal I can at least give some proof to that.

To frank about this, this all began when the Super of My building (b) (6), Brooklyn NY 11230 was arrested for running drugs out of the building. I firmly believe there is a drug pipeline which still continues through this neighborhood and it involves people in high places and it is deeply hidden. I pray daily over this neighborhood that one day this filth will be exposed. They could harass me all they want I will not stop praying and speaking to the law about what I see.



---

**Ticket: # 369944 - Jamming Wifi on Security cam - entering and stealing from home**

**Date:** 6/27/2015 1:01:59 PM

**City/State/Zip:** Jonesborough, Tennessee 37659

**Company Complaining About:** A Tech Savvy Human

---

## **Description**

I believe someone I know is jamming my Wifi signal thereby disabling my security cameras and entering my home leaving me with no evidence of the theft of many valuable items. Since there is little to no evidence other than missing items I get little help from the local authorities.

Please advise me.

Is there anything that can be done to stop this?

---

[Ticket: # 371036 - Blockage](#)

**Date:** 6/28/2015 3:49:59 PM

**City/State/Zip:** Springfield, Missouri 65807-2774

**Company Complaining About:** Mediacom

---

### **Description**

My internet provider is blocking access to Internet access provider Basic Talk phone system & Netflix Movie sight. Had usage until modem was replaced as up grade . Repeated contact has not retified the issue.

---

**Ticket: # 380206 - Settings not working on Apple ipad mini**

**Date:** 7/2/2015 3:01:13 PM

**City/State/Zip:** Norwalk, California 90651

**Company Complaining About:** AT&T

---

## **Description**

I have updated my iPad to the latest version and before and after my setting are turned on to block pop ups yet I still receive pop ups when I am reading an article . I searched (b) (6) is a good person and then I started to read an article why (b) (6) won't speak to him , I saw a pop up blocking the page . I went to settings and they are accurately set. I called Apple they don't know what is going on.

---

**Ticket: # 380953 - OPTIMUM-CABLEVISION ON GOING HARRASSMENT by caller ID & INTERNET INTERFERENCE**

**Date:** 7/2/2015 7:27:49 PM

**City/State/Zip:** Hasbrouck Heights, New Jersey 07604

**Company Complaining About:** Optimum-cablevision

---

### **Description**

AFTER I FILED A FCC COMPLAINT ABOUT OPTIMUM-CABLEVISION BLOCKING MY INCOMINGS & OUTGOING FAX'ES ON WEEKDAY'S WHICH THEY WAS DOING THEY ARE NOW HARASSING ME BY MY CALLER ID & INTERNET INTERFERENCE THEY ARE

---

[Ticket: # 388811 - ISP provider is blocking my internet service and stopping me from accessing sites](#)

**Date:** 7/8/2015 2:48:35 AM

**City/State/Zip:** Kingston, New York 12401

**Company Complaining About:** Time Warner

---

### **Description**

continued disruption of service and blocking my access to websites me and my sons choose to visit...a very nasty and continued assault on my rights to access the internet...

---

**Ticket: # 390796 - neighbors jamming cell phone**

**Date:** 7/8/2015 5:57:29 PM

**City/State/Zip:** Alhambra, California 91803

**Company Complaining About:** Sprint

---

## **Description**

I've been getting poor internet connections for awhile now. it only happens at specific times. my connection goes completely dead and when i move away from my neighbors the internet works fine. i know for a fact that it's a jamming device because my neighbors really don't like me, so they do just about anything and everything they can to annoy me, there's nothing i can do so I'm contacting you again. they have been going way to far lately and it's getting out of hand, to the point where my signal goes completely dead. the cell tower I'm on is only about 100 feet away and I've called to check on it but they say nothing is wrong. I've gotten to the point where I'm going to end up doing something drastic. please help them by helping me...

---

[Ticket: # 394287 - blocking shows](#)

**Date:** 7/9/2015 10:01:37 PM

**City/State/Zip:** Wolverine Lk, Michigan 48390

**Company Complaining About:** AT&T

---

## **Description**

i have Apple air iPad, iPhone air and Apple TV. I subscribe to ATT for Internet only. When I find something I want to watch on my iPad Air and AirPlay it to my tv att blocks my show and I get a message saying an illegal device is being detected.. It has been happening for over a year now. It seems to me that they're blocking what I choose to watch on my TV that I buy on my Apple products is the illegal maneuver . How can they tell me that I can't watch a movie on my TV just because I'm using their Internet. Isn't Internet like electricity? Can DTE also tell me I can't run that toaster?? Please help me understand this.

---

[Ticket: # 397963 - viagra](#)

**Date:** 7/12/2015 8:51:40 AM

**City/State/Zip:** Dandridge, Tennessee 37725

**Company Complaining About:** AT&T

---

### **Description**

I've been blocking their emails for the last two months and these "KOCH"-SUCKER JEW BOY MONEY MONGERS are "STEAL" emailing me !!!!!!!!!!!!!!!



---

[Ticket: # 400824 - WiFi Blocking/Jamming](#)

**Date:** 7/13/2015 11:13:29 PM

**City/State/Zip:** Pleasant View, Utah 84414

**Company Complaining About:** Verizon Wireless

---

### **Description**

The Hilton Hotel at 815 Main St, Fort Worth, Texas is blocking/jamming WiFi. After my Verizon wireless phone would not connect to the Internet I called the manager on duty and he said they do block WiFi and you have to connect through their Hilton service. I told him that wasn't legal and he had no comment.

---

[Ticket: # 409409 - Comcast blocking port forwarding](#)

**Date:** 7/17/2015 12:57:11 PM

**City/State/Zip:** Barrington, Illinois 60010

**Company Complaining About:** Comcast

---

### **Description**

Comcast is blocking my ability to for me to forward ports -- which is needed for home security monitoring. I have made several calls to them asking for assistance on this point and they have done nothing and are continuing to block this critical functionality.

---

[Ticket: # 412654 - Verizon is still spam-blocking my normal emails](#)

**Date:** 7/19/2015 9:26:26 PM

**City/State/Zip:** Upland, California 91784

**Company Complaining About:** Verizon

---

## **Description**

This is a recurring problem, and I see no evidence that Verizon has attempted to correct it. Most recently Verizon blocked as spam an email I forwarded (see attached). As usual, they failed to unblock it through their advertised process for unblocking emails (that has never worked for me). As with previous similar blocked emails, this one had no obscene or other unusual content . Verizon consistently refuses to explain why they block my emails. Their actions seem completely arbitrary. I am getting pretty frustrated, because they don't seem interested in correcting the problem or even explaining to me why they block my emails.

---

**Ticket: # 419650 - interference with internet signal**

**Date:** 7/22/2015 3:04:36 PM

**City/State/Zip:** Seattle, Washington 98106

**Company Complaining About:** Comcast

---

### **Description**

I believe my neighbor who has a very tall screen like satellite on his roof and a dish satellite on ground level facing the house I am renting. I have been having a lot of interruption as though someone is in my computer. the neighbor is doing whatever to spy on me but I can not get any help blocking if that is the case. him getting in through radio frequency. I had to call police because he told me face to face he had a right to know what I am doing over here. Can you please help?

---

**Ticket: # 420071 - Cell Phone Jamming device at Suncoast Hotel & Casino Las Vegas, Nevada**

**Date:** 7/22/2015 4:52:22 PM

**City/State/Zip:** Las Vegas, Nevada 89147

**Company Complaining About:** T Mobile

---

### **Description**

Suncoast Hotel & Casino located at 9090 Alta Drive, Las Vegas, NV 89144 has a cell phone jamming device in place blocking all cell phone signals on the casino floor. One employee admitted it to me but I can't remember the name of the employee. I contacted T-Mobile to complain and they said I need to file a complaint with the FCC as Cell Phone Jamming devices are illegal. Thank You for your time.

Sincerely, (b) (6)

---

**Ticket: # 423521 - SuddenLink is essentially jamming all wireless signal in this area.**

**Date:** 7/24/2015 1:27:40 AM

**City/State/Zip:** Seaside, California 93955

**Company Complaining About:** Sudden Link

---

## **Description**

SuddenLink is essentially jamming all wireless signal in this area. They have setup repeaters for their cable service in the military housing district of Fort Ord (Zipcode 93955). Their equipment is jamming all cell phone and WiFi service. I have to drive at least 5 to 10 minutes away to get cell service for AT&T. Additionally, I have issues connecting on any 2.4 Ghz frequency band WiFi network. I cannot even make a call to emergency services on my mobile phone due to these repeaters.

---

**Ticket: # 425670 - Comcast Blocking HBO GO**

**Date:** 7/24/2015 11:50:46 PM

**City/State/Zip:** Andover, Minnesota 55304

**Company Complaining About:** Comcast

---

### **Description**

Comcast is blocking my ability to watch HBO GO from devices such as PlayStation 4 even though I am paying for the service and it's all completely legal content. It's the only internet provider for my area since the city gets to contact it out. Having no competition allows them to do things such as this with no repercussions.

---

**Ticket: # 427633 - BLOCKED ACCESS to internet mail**

**Date:** 7/27/2015 9:26:59 AM

**City/State/Zip:** Millville, New Jersey 08332

**Company Complaining About:** Yahoo.com

---

## **Description**

Yahoo.com is purposely blocking access to customers' email/online accounts. It refuses to offer an explanation of its actions. It refuses to offer assistance. It purposely is locking consumers into a "loop" of useless "fixes". It purposely provides no live customer assistance. I, and many, many others, believe this to be retaliation for the internet being classified as a public utility by the FCC, and Yahoo is therefore purposely, and intentionally interfering with consumers' access to their accounts.



---

[Ticket: # 430241 - Cell phone data blocking](#)

**Date:** 7/28/2015 9:32:11 AM

**City/State/Zip:** Maplewood, Missouri 63143

**Company Complaining About:** Boingo

---

### **Description**

Boing internet services within airports are blocking cellular data forcing consumers to buy time on their service if they want to use Internet services.

---

[Ticket: # 433165 - twc blocking ports or makeing them time out so no webcam or http. ftp or any other kind server will work](#)

**Date:** 7/29/2015 10:34:10 AM

**City/State/Zip:** Cincinnati, Ohio 45211

**Company Complaining About:** Time Warner

---

## **Description**

here we go again this is 3ed complant as they refuse to comply to fcc laws

I can prove that they are bocking ports and also never got any letters from them or never been told what ports being block as this is 3ed complant in 90 day I think its about time something is done other then just takeing the word of them why wont u alow me prove to u they blocking the ports it is very simple to do u use team viewer I can show u what looks like when port is open then we swich ports if all set same will work but dose not they only open ports I requested but as I paying top doller for there service and there only ones I get internet from I stuck I need them to end and come compliant to fcc laws see past complants I also want to add to this complant twc giving fed govererment information with our warrant or do process, information being given to nsa, now as far as I understand do process is still required to get my information and the user agreement dose not include giving my data to no one

---

**Ticket: # 433938 - Internet issues**

**Date:** 7/29/2015 1:53:55 PM

**City/State/Zip:** Amboy, Washington 98601

**Company Complaining About:** Tds

---

**Description**

I previously filed a complaint that TDS is blocking the port that we use for our Republic wireless phone service. This information is given to us by Republic Wireless.

TDS responded to the complaint #340702 by saying they don't supply our wireless phone service. DUH! They provide us with the internet service that Republic runs off of in our house. They even provide the wireless modem.

We have horrendous internet service, and Republic claims that they are blocking a port..?? I'm not an internet technician. I don't know what is going on all I know is that the internet service (i.e. wireless service) seems to get dropped off and on throughout the day.

The fact that TDS is trying to dismiss this by saying they are not our wireless carrier is ridiculous and make me wonder what they are hiding by deflecting the issue. They provide the service screwed up not the wireless phone service.

Since, they are a monopoly in our area and don't allow other DSL providers to be used. Perhaps, someone needs to take a closer look at them and not just accept them saying "we don't block any cellular carrier or cellular customer from making calls" As a customer who's wireless carrier (Republic) says it's being reported to them as such, how else are we to know?

---

**Ticket: # 436768 - Comcast blocking HBO Go access on Playstation systems**

**Date:** 7/30/2015 1:18:06 PM

**City/State/Zip:** Redmond, Washington 98052

**Company Complaining About:** Comcast

---

**Description**

Hello,

Around may I filed a complaint (No. 257323) about Comcast blocking HBO Go access on Playstation systems.

I received an email from the FCC regarding my ticket , but I did not receive a written reply from Comcast. I waited much longer than the estimated 7-10 days for the written reply. Its been about 2 months since I received the FCC reply.

I am re-filing this complaint in an effort to get an answer from Comcast. Why is Comcast THE ONLY carrier that blocks HBO Go on Playstation systems?

I am paying for internet, for HBO and I own the Playstation system. There should be no technical limitation to this. I am being denied access to a service I am paying for from every angle.

I cant switch carriers because my apartment complex has some kind of deal with Comcast.

Please send Comcast a message that this is terrible treatment of paying customers.

Thank you,

(b) (6)

---

**Ticket: # 440552 - Blocked by T-Mobile from using data on my device**

**Date:** 7/31/2015 3:53:59 PM

**City/State/Zip:** Weston, Florida 33332

**Company Complaining About:** T Mobile

---

**Description**

My family has purchased a family plan from T-Mobile for 4 lines of unlimited phone/text and 2.5GB of data per line.

We started using 3 lines with smart phones for phone/text/data and 1 line with tablet for data only.

After several months of use (approximately 4 months), T-Mobile blocked usage of data on tablet. it does allow tablet to navigate to one website - tmobile.com. This shows that the company is capable of allowing this device to continue to use internet but want to double charge customers and because of that are blocking the usage of 2.5 GB of data I paid for.

After calling T-Mobile to resolve this issue, their solution was to cancel the 4th line which would increase monthly plan payment by \$20 (this was optional as stated by the T-mobile representative) and then add new line for additional \$10 that which has 3 GB of data for the tablet.

Warning, emotional part: This non-sense needs to stop! I feel completely ripped off because they CAN allow (and have in past) for the data to be used on tablet but not anymore. customers should be able to use data they paid for on device of their choosing without being artificially limited by companies. next thing we know, we won't be able to use wifi calling feature on wifi connected to internet because phones are not allowed to use cable internet.

Who knows, may be this will give electricity company an idea that customers can plug-in refrigerators into power but force customers to pay extra for using heat or air conditioning when those are connected.

please help!

---

**Ticket: # 441399 - Unfounded Listing of Small Business on Spamhaus Blacklist**

**Date:** 8/1/2015 3:12:55 AM

**City/State/Zip:** Bristow, Virginia 20136

**Company Complaining About:** Spamhaus

---

**Description**

I operate a dog walking business in Northern Virginia called Doodlebug Dog Walker LLC. Earlier this week an organization called "spamhaus" blacklisted my IP address ((b) (6) /). As a result of this action much of my email traffic started to be rejected when sent to Microsoft email addresses, Comcast and others. This greatly impacted my ability to do business.

I run a legitimate small business and I do not spam. I contacted my host to research the issue. They did a full scan of my systems and found there was no malware or any spam coming from my VPS host IP: ((b) (6) . This is a dedicated IP address and not shared. I contacted spamhaus to get my listing removed, but they refused to work with me and required my provider contact them.

It was determined spamhaus was blocking a range of IP addresses: ((b) (6) in their listing. There was a spammer in that range that the provider (http://((b) (6) disabled. However, by blocking an entire range of IP addresses spamhaus blocked my host that never sent any spam, and greatly disrupted my business. It is now 6 days later and they continue to block my servers.

To recap:

I run a dog walking company and I am not a spammer

My server never sent any spam or had any malware installed that was sending spam

Spamhaus blocked my non-spamming server and caused damage to my business.

I'm all for eliminating spam, but this indiscriminate action needs to stop. Spamhaus must be forced to justify the IPs they are blocking.

I am hopeful someone will help address this matter for all the small businesses that are impacted like mine who spamhaus ignores and damages with impunity.

Regards,

((b) (6)

---

[Ticket: # 442447 - roommate hacking blocking my internet](#)

**Date:** 8/2/2015 2:42:25 AM

**City/State/Zip:** Laurel, Montana 59044

**Company Complaining About:** Charter

---

## Description

(b) (6) [REDACTED] hacking/blocking my internet for his own amusment he's also got letters himself for hacking or stealing music from charter hes usen his phone/laptop and his imac to watch or hack what i'am doin

---

**Ticket: # 445583 - Blocking my personal hotspot**

**Date:** 8/3/2015 10:07:55 PM

**City/State/Zip:** Las Vegas, Nevada 89103

**Company Complaining About:** T Mobile

---

### **Description**

I am staying at the Rio suites in Las Vegas and somehow, they are blocking me from using my hotspot on my phone to connect my tablet to it.

I am wondering if this is allowed or not.



---

**Ticket: # 450010 - Streaming Video Interruptions****Date:** 8/5/2015 2:37:09 PM**City/State/Zip:** Sierra Vista, Arizona 85636-0507**Company Complaining About:** Comcast

---

**Description**

We have Comcast at two locations(CO,NM) and Cox(AZ) at one location. We have smart TV's at one Comcast location(CO) and ROKU sticks at the other Comcast location(NM) and the Cox location(AZ). Our streaming video/music - ROKU enabled Netflix and Pandora is constantly getting disconnected or buffers at all three locations. We believe the Cable Internet providers are blocking the signal received through our routers or slowing the signal so as to interrupt the receipt of programming. We have complained. The cable providers try to increase download speed, but none of this does anything to improve service. We think there is a conspiracy to impend our transition away from bundled services. We are trying to purchase streaming programming separate from the cable providers while using the cable provider internet services. We are experiencing great difficulty in making this transition to A La Carte programming.

---

**Ticket: # 456328 - my devices are acting out**

**Date:** 8/8/2015 6:13:05 AM

**City/State/Zip:** Indialantic, Florida 32903

**Company Complaining About:** AT&T

---

## **Description**

I am having issues with all my electronics and I do not know what is causing this. My neighbor is an electrical engineer who works developing military technology. I do not know if there is a connection between him and all my electronics failing but this is costing me a lot of time and money to remediate. I cannot prove who is jamming my electronics but if someone has access to this type of technology is him. I would like to know or have tools to monitor the location of where the jamming of my devices is coming from. He lives across the street from me and all my electronics, including biometrical reading locks, WIFI, NFC, RI, and other devices have failed in recent dates. I would like to know how can I find out why my items are failing at such alarming rate.

---

[Ticket: # 456552 - comcast blocks roku devices](#)

**Date:** 8/8/2015 12:32:24 PM

**City/State/Zip:** La Porte, Texas 77571

**Company Complaining About:** Comcast

---

## **Description**

Unilateral blocking of wifi to roku devices through the internet. Denying access to roku via wifi to the router. The device will work when hard-lined into the router and modem, but when attempting to connect via wifi, we are denied access. Contacted Comcast to advise as to how to manage this, we are informed we are not allowed to use a roku device via wifi. This is infringing on my ability to use other services that we are paying for.

---

**Ticket: # 465797 - Microsoft interference with Windows Media Player**

**Date:** 8/13/2015 10:57:12 AM

**City/State/Zip:** Round Lake, Illinois 60073

**Company Complaining About:** Comcast

---

## **Description**

I feel that Microsoft is blocking the use of the owned music on the computer with Windows Operation System. Microsoft is imposing the use of its new music player and restricting the capability of playing music and making obligatory goes through them for purchasing of new music. This situation was started after the new Windows 10 was launched, independently if you have the new Windows OS or not. I do not feel that's right and I do not know even if that is legal.

---

**Ticket: # 468453 - Signal Jamming**

**Date:** 8/14/2015 12:33:01 PM

**City/State/Zip:** Glendale, Arizona 85302

**Company Complaining About:** Dish Network

---

## **Description**

I live at (b) (6) . Glendale, AZ 85302 (b) (6) and I have Signal being Jammed on all my Devices. My car alarm will not start in my own driveway yet anywhere else it starts perfectly. The cell Phones lately are dropping signal and the internet is losing signal too. I called out Cox communications and the technician showed me on his meter that every time he changed signals another signal kept following it to the next channel. He said someone close to this house is blocking signal with a jammer.

---

**Ticket: # 471356 - Jamming devices and services****Date:** 8/16/2015 2:02:20 PM**City/State/Zip:** Merced, California 95341**Company Complaining About:** Comcast

---

**Description**

I tested Comcast when downloading open source software called ubuntu and they repeatedly jammed this file. I was not allowed to finish downloading this file until I used Tor-browser. They wait until you downloaded 65 % and crashed the download. I was only able to download the file over Tor network to prove to myself they were interfering. I also have security cameras that are not even allowed to stream locally in this home. I have more than one router connected to Comcast modem but media ports are blocked not the ip ranges. They constantly block local devices such as cameras androids laptops iphones desktop computers. By using there firewall to label it untrusted device. When I try to unblock devices it plays with you by unblocking one device to lock another right in front of your eyes like some game that takes most of your day. Then you just give up trying but knowing that you could put there modem under bridge mode. I live in the same home as Shelia Ming's home. I take care of technical issues with her Comcast services by either talking to Comcast about her account. I am given permission to take care technical issues with her account. Now someone should lock them out of there own equipment.

---

**Ticket: # 474341 - Virgin Mobile Hi-Jacking web browsers on my PC screen shots provided**

**Date:** 8/18/2015 6:12:49 AM

**City/State/Zip:** Decatur, Indiana 46733

**Company Complaining About:** The Issue Is Virgin Mobile Hi-jacking My Pc Browsers Firefox And Explorer Which Is Provided Through Dsl Century Link

---

## **Description**

web compliant to Virgin Mobile regarding their hacking "Hi-Jacking" my PC browsers and email trails spanning 2 billing cycles:

Last month I called to inquire why my CC was no longer on file. Your rep fixed that.. Rep also fixed my monthly charge as it was since the service started and should still be the same as it was including my hot spot. I do not allow anyone but me to use access to my web browsers. Virgin hijacked my browsers on my PC (not my phone) listing "to pay for my hot spot & service". Do not ever do that again! Virgin does NOT have my permission to use my PC's Lap Tops and Notebooks period, the ISP is not Virgin Wireless. I have a card on file according to your rep that corrected it last month. Why was my account as I had it set up not paid? Their response:

Hello (b) (6)

Thanks for contacting Virgin Mobile Customer Care.

We are sorry to know that you are having issues with your account. Rest assured that we will do everything we can to get this fixed.

Virgin Mobile does not have access to the customers' personal computer, laptops and the like. If you your personal computer, laptop is connected to a Virgin Mobile account and you are having issues with it, we will be very much willing to assist you in troubleshooting.

You have unlimited calls, texts and data on your account. Your plan is good until the 22nd of this month. You have \$5 on your cash balance. Since your credit card is enrolled to auto payment, please expect that the system will process the payment automatically. You can always manage your account on your phone, just go to Menu, My Account, My Virgin Mobile, through My Account via [www.virginmobileusa.com](http://www.virginmobileusa.com) or by calling customer service.

We apologize again for the inconvenience this has caused. Thank you for your patience and understanding. We will be looking forward to receiving

your response.

If you need additional assistance, feel free to let us know how we can assist further or contact us at 1-888-322-1122 (or \*86 from a Virgin Mobile handset). You can reach us Monday through Friday from 6:00 AM ? 10:00 PM CST, Saturday and Sunday from 6:00 AM - 9:00 PM CST. As a kind reminder, always make sure to include your Virgin Mobile phone number and PIN on all replies.

Thanks,

Elaize M.  
Virgin Mobile At Your Service  
www.virginmobileusa.com

My response to Virgin Mobile:

(b) (6)

To ourteam@virginmobileusa.com

Today at 5:47 AM

My Virgin Mobile iPhone was charging on my PC. Virgin Mobile Hi-Jacked my Firefox and Explorer on my personal computer (not my iPhone), disabling access to any another web site except Virgin Mobile "pay for your hot spot now". This happened every time my iPhone was charging on my Personal Computer. This is hacking. It is illegal. This occurred all day Sunday and Monday until I called for technical assistance only to be connected to yet another broken English Speaking female. Same accent as the C/S Agent last month that said she corrected the billing error which was my cc no longer on file. There are several posts on many forums stating the same issue of Virgin Mobile Hi-Jacking WEB Browsers.

I am taking my Medicare Specific annual training & testing on-line. I operate several domains and a couple of web sites. Virgin Wireless blocking my access on my PC to my web browsers is illegal.

For 14 years I worked in a SWITCH/NOC for a wireless communications provider, the last two years as the National Engineering Regulatory Compliance Coordinator. I do know the difference.

(b) (6)

EPP Corporation

(b) (6)

Decatur, IN. 46733

Bus (b) (6)

(b) (6)

www.(b) (6)

(b) (6)

www.(b) (6)

www.(b) (6)

www.(b) (6)

www.(b) (6)



---

**Ticket: # 476307 - Security cameras being blocked**

**Date:** 8/18/2015 6:56:56 PM

**City/State/Zip:** Sunset Beach, California 90742

**Company Complaining About:** Camera Signal Blocked

---

**Description**

I wasn't sure where to file security camera interference as there isn't an option so I figured wifi was the closest...We installed wifi cameras that feed to a cloud as we are concerned about crime as well as some questionable visitors at our neighbors. One neighbor (b) (6), had aggressively approached us complaining to us about our camera installation and he also followed me the same day (my husband noticed and came running after me). Further, somehow our cameras sometime cut out when certain residents or activitys are going on and I can't explain why other than a patent this neighbor filed in 2005 for "anti-piracy" to block cameras from recording. Here's his patent info, can this be looked into as he shouldn't be blocking our security camera from recording the street and the front of our house disabling our security devices. (b) (6)

He has a second patent filed for infrared camera recording as well.

(b) (6)'s daughter literally flips off our cameras as she walks by so clearly there is something to this and it certainly explains why sometimes recordings cut out inexplicably when certain residents arrive home but work at all other times. Thanks for your help!

---

**Ticket: # 483864 - Viasat/Exede Bad Practices****Date:** 8/22/2015 1:44:06 AM**City/State/Zip:** Desoto, Missouri 63020**Company Complaining About:** Exede

---

**Description**

Viasat is blocking our internet access after our bandwidth cap to the point that it is not usable. Also they are breaching our contract of not metered access past midnight by throttling our speeds to less than 1 Mbps, where we would normally have 15 Mbps. They also seem to be blocking sites and or slowing certain sites to almost no access at all especially heavier trafficked sites i.e. Reddit, YouTube, and music sites. I had monitored my access to google music and was getting barely 65 kbps and peak 200 kbps. These speeds and the throttling is unacceptable and it's troublesome to someone who cannot get access to anything but satellite access for their main internet connection. It's also troubling the insane cost of "extra" bandwidth at ten dollars for one gig of bandwidth on top of the high cost of satellite. Charter and At&t have been slow to expand, even though they have service within a mile of our current location they wont run cable to this current address.

---

**Ticket: # 490445 - suspect illegal jamming of internet signal at Target.**

**Date:** 8/25/2015 8:45:15 PM

**City/State/Zip:** Indianapolis, Indiana 46256

**Company Complaining About:** Target

---

## **Description**

I cannot access the internet from my phone at all at the Target in Fishers, Indiana. It is not a problem at all in the surrounding area. I suspect them of illegally jamming the signal in order to force use of in-store wireless, which they use to track a lot of personal data.

---

**Ticket: # 491442 - e-mail from Washington Examiner <wex\_16979@psysmtp.com>**

**Date:** 8/26/2015 12:23:22 PM

**City/State/Zip:** Unknown, Washington 95123

**Company Complaining About:** Washington Examiner <wex 16979@psysmtp.com>

---

### **Description**

I continue to get e-mails from this company and cant block them. not sure what this company is doing to bypass the blocking but I need to have this stopped.

thank you.

---

[Ticket: # 498362 - Comcast is defiant](#)

**Date:** 8/29/2015 12:25:05 PM

**City/State/Zip:** Merced, California 95341

**Company Complaining About:** Comcast

---

## **Description**

I still get problems downloading Ubuntu language packs its take 550 hours to download on high speed internet. As soon as change mac address of PC problem goes away shortly until another download starts relating open source software only using there Comcast modem to be sure its there firewall doing so. Comcast said they do not block devices and my very own laptop is being blocked pacifically targeted downloads. They said our routers are failing when they cost \$200.00 each very high tech equipment runs very good on at&t network. Just Comcast keeps blocking types of internet protocols and local communications. Comcast denies any wrong doing and act like they can do as they please...

---

[Ticket: # 501163 - WiFi blocking](#)

**Date:** 8/31/2015 4:13:53 PM

**City/State/Zip:** Ozark, Missouri 65721

**Company Complaining About:** Verizon Wireless

---

### **Description**

I would like to report that I believe that Missouri State University is blocking personal hotspots on their campus in violation of the FCC rules.

---

**Ticket: # 510112 - blocking web sites**

**Date:** 9/4/2015 12:58:34 AM

**City/State/Zip:** Fort Worth, Texas 76135

**Company Complaining About:** Charter

---

## **Description**

I have had service with Charter Cable for almost 10 years, it is exclusively the only CABLE internet provider in my area, during that time I have used my own privately purchased cable modem and wifi router. Last week when my router went down a service man brought out a modem that Charter provides to customers that has no wifi connection. When using Charter's modem I am getting specific sites that they are blocking, that have never been blocked before. Instead of loading the internet page I want to look at, a message appears on the screen telling me I have to accept certain legal terms and conditions to view the site. I have never had to do this before and feel it is exceptionally proprietary and invasive. I pay for their services; I will not and should not have to accept any special terms for certain websites that I want to browse especially when it is multiple pages of legal dialog that the layman can not comprehend or decipher. I want it removed from my browsing and the sites unblocked, and I do not want any of my internet activity tracked or recorded by their company at all and I will not sign an agreement to let them do this in order to view particular internet sites that were free and open to me before using their modem. I pay for them to deliver a cable connection to the internet. I do not pay them to edit or censor my use of that service especially since they are the only Cable provider on the market in my area and I do not have the option to seek services with another without changing the mode in which I receive my internet into my home.

---

**Ticket: # 538410 - Neighbor using a Bluetooth, WiFi & GPS jammer****Date:** 9/18/2015 6:22:32 PM**City/State/Zip:** Los Angeles, California 90036**Company Complaining About:** No Company, My Neighbor

---

**Description**

I rent a guest house in Los Angeles. My next door neighbor (who had a different landlord) is extraordinarily paranoid that people are trying to hack his computer and electronic devices so he installed a wireless jammer in his home. Unfortunately now nothing seems to be working in my apartment. Bluetooth devices have to be inches away for them work — mice, keyboard, video game controllers, speakers, hue bulbs, nothing works. GPS doesn't work at all. It's incredibly frustrating. Wifi is very very weak.

I approached him last December about the issue and he denied having a jammer, instead ranting about how it must be one of the neighborhood hackers and he had no idea where the jamming signal was coming from. On second approach he admitted he had a jammer and quickly turned it off. It stayed off until earlier this month when he turned it on again. I left him a letter asking him (nicely) to please turn it off. Nothing. Knocked on his door. He never answers. My tech savvy landlord went over and was able to get ahold of him but he denied having a jammer. My landlord got in contact with his landlord who is very old, foreign, and had no clue and was completely confused on what his tenant was doing. He seems to be a dead end.

Am I out of luck here? The jamming is very clearly coming from his house (devices don't work when you're close to his house, but as you move away they start to work again), and he's admitted to having a jammer — and now denies it.

His address is (b) (6), Los Angeles CA 90036. His name is (b) (6), although I don't know his last name.



---

**Ticket: # 538845 - Internet jamming -interference , aggressive virus pushing**

**Date:** 9/19/2015 4:53:15 AM

**City/State/Zip:** Sacramento, California 95812

**Company Complaining About:** Time Warner

---

## **Description**

I have been experiencing electronic interference caused by the "freedom fighters" who are renting private aircrafts at Palm Springs CA airport to electronically jam communications, hack cells calls, PCs and network hi-jacking The electronic interference makes the devices vulnerable to hacks Viruses are being pushed to my sibs PC and cell

On 9/18/15 approx 8-830 am I video taped two aircrafts flying lower than the norm dropping what appeared to be allunimum into our perimeter at (b) (6) , called (b) (6) , (b) (6) , via Domingo, (b) (6) , mountain view and Dillon in Desert Hot a Springs CA As they were dropping the electronic interference I began to feel ill abs felt the jamming might be the reasons for this Freedom fighter organization has been harassing and threatening me and my son a minor since we reported their member committing criminal activity in LA 2010 I have reported this to local law but they have informed me "this is a federal violation contact the FAA and FCC Please look into this matter asap! Mailing add: (b) (6) Sacramento CA 95812 (b) (6)

---

**Ticket: # 539552 - Jamming of WIFI and denial of service**

**Date:** 9/19/2015 6:14:05 PM

**City/State/Zip:** Cushing, Oklahoma 74023

**Company Complaining About:** 1600am Kush

---

**Description**

This is the the third week in a row that we have experienced denial of service on location. Just as the other two complaints detail, it happened to us again. This time however the timing was different and goes to prove that it is a deliberate attempt to hack, jamm and deny wifi service to our specific devies. Again the consistent fact is the 1600AM KUSH is on site and in direct competition with us, and have knowledge and possible help from law enforcement that also work and own the FCC license for the station. This week the game was delayed due to weather. So we were not jammed or denied service at 6:45 for a 7pm game, but since the game was to start at 8pm when the weather cleared our service was jammed at about 7:35pm. However the game was not played, again due to weather, so once that announcement was made, our service returned to normal about 8:10pm once the game was canceled. This is part of the growing circumstantial evidence that convinces us that the FCC need to investigate. We were able to see additional devices pop uf just prior to the jammed signal. Again this leads us to believe that the device blocking our signal is on site with the person or entity intent on denying us service. Please act as quickly as you can. The next possible, or most likely time this will happen will be Friday September 25th at 6:45pm at the Cushing High School football field "O'Dell Field". This is a serious misuse of technology and illegal, we believe.

Thank you for your assistance,

(b) (6)

---

[Ticket: # 540853 - Holel blocking personal wifi](#)

**Date:** 9/21/2015 10:47:53 AM

**City/State/Zip:** Brooklyn, New York 11210

**Company Complaining About:** Watkins Glen Harbor Hotel

---

## **Description**

Watkins Glen Harbor Hotel blocking personal Wifi

---

**Ticket: # 545064 - Cellular Service blocking at Hotel**

**Date:** 9/22/2015 5:47:51 PM

**City/State/Zip:** Fort Worth, Texas 76131

**Company Complaining About:** AT&T

---

## **Description**

I stayed at the Hyatt Regency Hill Country Resort and Spa in San Antonio, TX from 9/18/2015-9/21/2015. I have AT&T cell phone service. During my stay I noticed that I couldn't even connect to the Edge Network while inside the hotel however if I went 5-10feet outside the hotel I was able to receive LTE service with full signal. Even if I was beside a window to the outside I could not receive a signal. I believe that they were using blocking/interference equipment to force guests to use their wifi network.

---

[Ticket: # 548439 - internet blocking](#)

**Date:** 9/24/2015 12:16:47 AM

**City/State/Zip:** Ponce De Leon, Florida 32455

**Company Complaining About:** Exede Internet

---

## **Description**

My ISP, Exede, is blocking access to the internet for hours a day. They claim I have a connection, but any traffic which uses http: is blocked.

---

[Ticket: # 548942 - Microsoft Corp.](#)

**Date:** 9/24/2015 11:25:26 AM

**City/State/Zip:** Shippensburg, Pennsylvania 17257

**Company Complaining About:** Centurylink

---

## **Description**

Microsoft wants people to update to their new window edge it damages and crashes computers, they are freezing screens, blocking,interferring and keeping people from using other search engines, they are also going behind and trying to download 8.1 updates with window 10 content to mess it up. Please put a stop to it. Their help desk also goes in and plants problems and infects computers. They are now blocking me from sending this.

---

[Ticket: # 554407 - Neighbor has an illegal 2.4ghz jammer](#)

**Date:** 9/27/2015 1:57:23 PM

**City/State/Zip:** San Martin, California 95046

**Company Complaining About:** Verizon Wireless

---

### **Description**

My neighbor is constantly jamming my wifi signal to the point that I am unable to use my wireless network. He turns his jammer on and off periodically to disrupt my service. At some point, I can be sitting right next to my router and am unable to connect.

---

**Ticket: # 554724 - complaint about Charter Communications****Date:** 9/27/2015 8:11:29 PM**City/State/Zip:** Grand Junction, Colorado 81506**Company Complaining About:** Charter

---

**Description**

I have two accounts with Charter Communications. I have been a continuous customer since 2008. On Sep 25 2015 Charter began arbitrarily popup blocking me from access via my cable/internet residential account to the perfectly wholesome governmental and nonprofit websites which I am accustomed to using, such as Colo Judicial home Page's tab allowing access to attorneys to the Colo. Revised Statutes, and the Colo. Supreme Court's home page corresponding access tab to Colo. Revised Statutes. (Since 9/25 I am being allowed initial access to those two websites in general and then allowed to click on the "information for attorneys" tab as usual on the Colorado Judicial home page website-- but upon clicking upon the tab for "colorado revised statutes", the popup suddenly appears totally preventing my access to the statutes. (I need access to the statutes in my work as I am an attorney. ) (Charter does not publish the state statutes which are enacted by the Colorado legislature. Charter has no proprietary interest in them and can have no conceivable right to right to block me from accessing them.) Other websites to which total --underlined--total-- access is blocked are: Colo. Fed. Dist. Court's home page; Grand Junction CO City Council web page; the Republican National Committee website; the Democratic National Committee website; Safeway(the grocery store)'s website; local Roman Catholic Churches' websites; Baptist churches' websites; the local Greek Orthodox Church's website; and several well known nonprofit websites of good repute which I chose at random. Charter's popup message says in order to have access to the websites I need to sign the 35 page Terms and Conditions document it was presenting. I had no advance notice this blocking would occur and no "grace period" in which to decide whether I wish to continue with a company which chooses to treat its customers in such fashion, or investigate as to whether a more desirable service provider is available to meet my needs. I am denied part of the service for which I am paying Charter. I made several calls on 9/25 to Charter and several again on 9/27. At first I was told by a Charter representative that he knew nothing about Charter's doing this to customers and that I should be wary of signing because it might be a fraudulent source. Subsequent calls on 9/25 and 9/27 have resulted in the Charter representatives verifying that Charter is doing this knowingly and deliberately; that they didn't know why the first representative had never heard of Charter doing this; and that I had no choice but to sign and agree to the whole thing if I wanted access to the web. The representatives I spoke to today (three separate ones as I requested to be transferred up the ladder of authority) each said they would not give me even a ten day stay of the access blockage to allow the service to continue as I investigated to see whether I wish to continue being a Charter customer. In my seven years as a customer with Charter and its predecessor Optimum and Optimum's predecessor Bresnan, it has never tried to do anything like this. At least one term in the agreement is materially different. As stated above, I have two accounts with Charter: a commercial account for my business phone, and a residential account with internet and cable. Under the new arbitrary agreement, if either of my accounts should be terminated for nonpayment while the other account is paid up, Charter may terminate service upon both accounts upon either being unpaid. The representative today admitted this is a new term Charter has never before imposed.

Further: this new agreement is titled "Residential Account Terms & Conditions" even though it purports to affect my commercial telephone business account as well. Finally, the new agreement



appears to impose a duplicate second telephone coverage upon me which I did not ask for and do not need by adding telephone coverage to this residential account which is only for internet and cable. (I am already paying for my telephone through my separate business account.) The highest Charter authority to whom I was allowed to speak today, told me that although my email service will continue even if I do not sign the new agreement, the company will continue to block me from these websites and before long I will have access to no websites at all even though I am still paying for full service.

I had been told on 9/25 by one representative over the phone that I should take the printed 35 page agreement the popup was presenting to a charter store to make sure it was an authentic Charter agreement and not a scam. I

dutifully went to the Charter store and was given a phone number to call and was told there that the popup was a mistake and that I should call the number given for a fix. When I called it today the Charter reps (all 3) told me what I have just recounted above, that this is Charter's deliberate and knowing action and no accommodation was available from Charter. I signed the agreement just now because it was the only way in which I could gain access to the fcc consumer complaint website, also blocked by Charter today! I had spoken on 9/25 with Robin McCullough, assistant to Ombudsman Parul Desai and she advised to file a complaint this weekend. When Charter popup blocked the fcc website my ability to file this complaint was foreclosed unless I signed.

This does not seem right to me. From what the majority of the Charter representatives have told me on Friday and today, Charter is doing this to many other consumers and not myself only.

Thank you, (b) (6)

---

[Ticket: # 554963 - VERIZON blocking our ip addresses](#)

**Date:** 9/28/2015 8:30:23 AM

**City/State/Zip:** Richmond, Virginia 23235

**Company Complaining About:** Verizon

---

## **Description**

We are an ISP and as of friday 9/25/15 Verizon has started blocking our entire range of ips resulting in loss of service for our customers. Our ip block consists of (b) (6) Verizon is unresponsive and is not fixing the issue. We are financially compromised by this action. It is any customer of Verizon (except wireless) that cannot reach our ip blocks.

---

[Ticket: # 559475 - Hotel blocking personal hotspots](#)

**Date:** 9/29/2015 6:30:32 PM

**City/State/Zip:** Parrish, Florida 34219

**Company Complaining About:** T Mobile

---

## **Description**

I believe the Hilton Key Largo is blocking personal devices. I was unable to receive any high speed signal from my room, the parking lot or the patio. However the moment I stepped off Hilton property I had full 4G high speed signal. This was true with both my personal T-Mobile phone and my Company AT&T phone

---

[Ticket: # 560018 - Blocked hot spot usage](#)

**Date:** 9/29/2015 11:45:43 PM

**City/State/Zip:** Vallejo, California 94590

**Company Complaining About:** AT&T

---

## **Description**

In the convention center room, it was impossible to set up internet hot spot using iPhone. Using cellular credit card machine was difficult too. There seemed to be a blocking signal as it worked in the parking lot. This was at the Town and Country hotel and convention center in San Diego, California.

---

[Ticket: # 565857 - ATT-Uverse blocking Internet access from mobile phone](#)

**Date:** 10/2/2015 1:05:39 PM

**City/State/Zip:** Nevada City, California 95959

**Company Complaining About:** AT&T

---

## **Description**

I have an Iphone 6. I cannot access the internet through my emails because it is blocked by a message from att Uverse that says my account needs immediate attention. I have been on the phone for 106 minutes during work hours and spoke with four different people trying to address this issue. There is nothing wrong with my Uverse account. Bills are paid. I believe this type of messaging and a blanket blocking my use of the internet is illegal.

---

**Ticket: # 567359 - Jamming of WiFi Service****Date:** 10/3/2015 4:09:09 AM**City/State/Zip:** Cushing, Oklahoma 74023**Company Complaining About:** 1600am Kush

---

**Description**

Again this Friday the same blocking or jamming of wifi was in effect. It always seems to just reach where we are located at the game. Even if we are across the field. It happen on an away game, the same way as usual, this time in Kingfisher OK, We continue you gather information about this denial or blocking of our devices. We believe someone is in violation of the law at a public space, deliberately trying to disrupt our service, for a competitive advantage monetary or otherwise, and is trying to do great harm to us, in that regard. Please investigate. The next opportunity for this to happen is in Cushing OK at eh O'Dell Football Field on October 9, 2015 at or around 6:30pm.

---

**Ticket: # 567562 - Jamming of WiFi**

**Date:** 10/3/2015 11:38:41 AM

**City/State/Zip:** Cushing, Oklahoma 74023

**Company Complaining About:** 1600am Kush

---

### **Description**

Again at about 6:45 Friday evening this happened to us again. We believe in one way or another this entity is jamming our ability to use wifi on our devices. This occurrence is consistent with the same information given in other complaints, just another time and date when it occurred.

---

**Ticket: # 569740 - Internet being cutoff despite lawful use of internet**

**Date:** 10/5/2015 9:33:21 AM

**City/State/Zip:** Tacoma, Washington 98405

**Company Complaining About:** Rainier Connect

---

## Description

(b) (6)

(b) (6)

Tacoma WA 98405

Federal Communications Commission  
445 12th Street, SW  
Washington, DC 20554

To Whom It May Concern:

I am an Internet customer of Rainer Connect in Tacoma, WA. My complaint does not concern Rainier Connect directly, it concerns Click Network, owned by the City of Tacoma.

They have a data cap of 400 gigabytes per month. My household uses 750 gigabytes to 1.1 terabytes per month. There are four people living in the residence; all of us play games online, watch YouTube or Netflix and use email accounts. All of these are lawful activities.

In recent months, the City of Tacoma has issued to me what they call an "AUP violation" for using more than 400 gigabytes of data. Click has never contacted nor warned me that I was about to go over the data cap. According to them, I now have four violations. If I receive one more, Click has stated they will cut my household off from the network for six full months.

According to the new Net Neutrality law, the City of Tacoma is committing an unlawful act. The Net Neutrality Law clearly states "No Blocking: broadband providers may not block access to legal content, applications, services, or non-harmful devices." They have given me two violations in the last month, after Net Neutrality took effect.

As stated, all the household Internet activities are always lawful. The City of Tacoma has seen fit to block me from a service I am paying for without regard for the new law.

I would ask an investigation be made to determine how and why The City of Tacoma is not in compliance with the existing law and why they are being allowed to threaten customers with illegal AUP Violation notifications.

Further, as a customer, have I any recourse should they illegally block my internet service?

I would appreciate your answers and advice regarding how to proceed with this matter.

I can be reached at the above address and/or by phone at (b) (6).



Thank you for your assistance in this matter.

Sincerely,

(b) (6)

---

**Ticket: # 575313 - Frontier Communications**

**Date:** 10/7/2015 11:49:54 AM

**City/State/Zip:** Clinton, Michigan 49236

**Company Complaining About:** Frontier Communications

---

### **Description**

Blocking usage of the use of my computer. I was kept from using the internet by their web page wanting my information for their purposes. this went on for three days, ending about 11:15 today. How can they impose their will in such arrogant manner?

---

**Ticket: # 578745 - Government and Federal websites blocked maliciously**

**Date:** 10/8/2015 3:18:56 PM

**City/State/Zip:** Cape Coral, Florida 33991

**Company Complaining About:** Comcast

---

## **Description**

An organization of criminals will not permit me to gain any access to police, phone, mail or internet. These people are these people. They even have a shadow e-mail account. They have also set up people sorting mail to receive any information so first I may need to rectify my complaint. I am attempting to get help concerning my military career and how criminals have fraudulently stolen my entire life and attached themselves to me since I am an orphan since I was very young. I have no one to help me with the cameras all my life and how they have stolen body parts and things I've accomplished in my life for themselves to include my education and children. The man I married was a film director only found out now. They now still have my children and were attempting to do the same things through DNA cloning to them. You will NEVER see them again making them old people, black when they are white and changing their sex making them younger than what they are just constantly hiding them boasting they were right under your nose. Placing them on all sorts of drugs and bringing them into crime. Becoming a product of their environment. Not allowing them to go to school. Proven through truancy court. Fraudulently setting themselves up as judges and lawyers removing all communication with rightful parents. These people are stopping and blocking me from having any phone or internet access to proper authorities. I attempted to contact the treasury about checks mailed to my address and now attempting to contact the federal authorities and Department of Defense Inspector General. This organization set themselves up as my Air Force recruiter (b) (6) and stole my entire career by doing this to include what bases I could be assigned and only being seen by their personnel my entire career. I lodged numerous complaints concerning my finances while in the military. I was continually audited by the IRS concerning these finances. This organization states their strength is in the numbers and what are you going to do about it? In 1986-7 I was verified in a system with the police that I was the only (b) (6) ever born in the United States. I had to be finger printed and bring school records to verify my identity. This has gone on my entire life. I was never adopted. I was shuffled through this organization with three sets of parents. This organization was paid for painful abuses verified by their boastings. To understand how powerful this organization is I married one of the set of parents or grandparents (b) (6) (3-27-1974). This man was 30 years older than me wearing DNA acting as if he was younger and in the Marine Corps. I know by now they faked their deaths. All fraud verified by police reports they will not allow me to have. But my whole life is in these reports but I only received lies they convinced me to believe. These people protecting their own paying them to NOT disclose information. They have fraudulently extorted money from me as an orphan my entire life. I need to gain access to some system as they are in the postal system, phone and now internet. Any help your agency can supply getting me access to the proper channels to lodge my complaint would be greatly appreciated. I also attempted to lodge a complaint with FDIC about 15 fraudulent accounts established in my name at my bank with other people's names attached to the funds. They blocked this email as well. This has been going on since 1990. Please help me as I am a disabled veteran with these criminals attached to me daily watching my every move and breath. These people stole my phone will not allow me to have any contact with any people that would otherwise be able to help and rectify the situation of my entire military career stolen by fraud. I have looked into even insurance fraud and identity theft with local police and everything has been this organization stopping and

blocking me from receiving the help I need. They are the very investigators. They even have the postal service. My mail is being delivered by these people. This started with checks not being delivered and my address being stolen and moved last year. Then my road being deleted for the purposes of stealing a probate. Again, I was able to file the checks being stolen with the post office and that complaint is still being processed filed 30 days ago. But I feel that these people being the recruiters and authorities in the military from basic others have been subjected and victimized. These are all highly acclaimed actors. Any help you can supply or contact other organizations would be greatly appreciated. These people have even set themselves up in the veterans administration and withheld medical care from the veteran. I have much more information that I would love to disclose to the proper authority.

---

[Ticket: # 579965 - Comcast is blocking access to the Playstation Network](#)

**Date:** 10/8/2015 11:18:47 PM

**City/State/Zip:** Denver, Colorado 80203

**Company Complaining About:** Comcast

---

### **Description**

Comcast is blocking my access to the PSN and a few other site. I've noticed that the PSN is inaccessible from the Playstation console and the website doesn't load in full on my laptop unless I've got a VPN turned on.

---

[Ticket: # 586330 - School interference](#)

**Date:** 10/13/2015 1:16:52 AM

**City/State/Zip:** Fernley, Nevada 89408

**Company Complaining About:** Charter

---

## **Description**

I've never had an issue with charter high speed Internet. That was until I moved to a new neighborhood that has a school about 4-5 years old that apparently has some way of blocking Internet around the school and interferes with the entire neighborhood. I can barely do anything because it constantly cuts out, freezes or won't work at all.

---

[Ticket: # 596304 - Verizon continues to spam-block my emails](#)

**Date:** 10/16/2015 4:20:10 PM

**City/State/Zip:** Upland, California 91784

**Company Complaining About:** Verizon

---

## **Description**

This is a recurring problem. Verizon blocked another one of my personal emails to some friends. They have been doing this for over a year, and the fix for unblocking emails that Verizon offers does not work. It doesn't respond. Verizon customer service supervisors have refused to tell me why they are blocking them, and they refuse to fix it. Please make Verizon stop blocking my emails.

---

[Ticket: # 601278 - hacking of my computer](#)

**Date:** 10/20/2015 10:14:57 AM

**City/State/Zip:** Myrtle Beach, South Carolina 29577

**Company Complaining About:** Time Warner

---

## **Description**

I have filed 4 IC3 complaints against Mailer-Daemon for blocking my emails being sent. I have more than 100 emails returned and unopened on my laptop now. I had the same problem on frontier internet with this Mailer-Daemon is the reason I switched to T W C. This is pathetic! Why can't you all fix this mess?



---

**Ticket: # 603686 - Malicious Blocking of Wifi internet access****Date:** 10/21/2015 9:33:37 AM**City/State/Zip:** Landover, Maryland 20785**Company Complaining About:** Comcast

---

**Description**

Dear Madam/Sir,

I am writing to respectfully inform you of multiple incidents of malicious blocking of my wifi internet access at my residence and hotspots. I am a freelance journalist who has been under wireless surveillance by members of an Army military intelligence unit based at NSA Headquarters Ft. Meade Md, since October 2013. On or about Jan 1, 2015, I began noticing the slowing of my high speed wireless internet access at many hot spot locations in and around Washington, DC and also via my contracted carriers Virgin Moble (usb)and Comcast Xfinity.

I am certain that this is directly related to the surveillance because I have been hacked several times (nearly every day on 3 seperate email accounts) by members of the ARMY which have been traced using their ip addresses (I have logs of the ip addresses, I have traced them using geomapping and geo locating coordinates which led me to the locations that were used in the hack and the account holders of the computers used to hack my email addresses. I am a five time traditionally published author with a sixth book contract that has just been signed so my intellectual property might have been downloaded as well as other personally identifying pieces of information including financial documents, bank account information, health information, etcetera. Earlier this year I made a report to Federal Protective Services, The Federal Trade Commission (Identity Theft report) and FBI IC and FBI IC3 units as well as a report to the local police and Attorney's General for the State of Maryland and Commonwealth of Virginia. The ip addresses are concrete evidence of the Army soldiers involvement in hacking my accounts and I can provide lists days dates and times of the hacks. At times I cannot even get onto the internet, even though my computer is less than a year old, my wireless access is high speed (including hotspots) and there is clear and convincing evidence of the blocking. I have also made a report to the Inspector General of NSA's Central Security Agency based at Fort Meade. I hope that your staff can initiate an investigation. I can provide the ancillary materials you need to substantiate my claim. Thank you for your time and consideration of my complaint.

---

**Ticket: # 604811 - Wireless Interference**

**Date:** 10/21/2015 3:51:35 PM

**City/State/Zip:** Cincinnati, Ohio 45202

**Company Complaining About:** Time Warner

---

## **Description**

I believe my Wifi signal is being interfered with or intentionally jammed. While I am able to access the Internet via ethernet cord, none of my devices can lock onto my 2.4 GHz or 5 GHz WiFi signal with any consistency. The trouble started on or about Thursday, October 15th, 2015. My WiFi signal will connect to my devices for a second or two, but then releases. It then tries to re-establish, and releases again. If I connect my laptop or Apple TV directly to my modem using a cable, it works fine...but the WiFi continues to cut in and out. My Internet provider, Time Warner Cable, has exhausted every effort to solve the problem (reboots, resets, equipment swaps, channel changes, etc.) to no avail. My Time Warner service tech stated that the problem is being caused by interference, or someone is intentionally jamming my WiFi signal, and there is nothing more they can do. Please advise.

---

[Ticket: # 610534 - Westin Bonaventure blocking wifi hotspots](#)

**Date:** 10/24/2015 7:29:49 AM

**City/State/Zip:** Irvine, California 92620

**Company Complaining About:** Verizon Wireless

---

### **Description**

It appears as though the Westin Bonaventure Hotel in Los Angeles is blocking Wi-Fi hotspots. During my current stay at the hotel, I am again noticing the fact that my hotspots Will not connect to Verizon's network. So, this forces me into buying the hotel's Wi-Fi Internet service daily.

---

**Ticket: # 610699 - wifi jamming**

**Date:** 10/24/2015 11:32:19 AM

**City/State/Zip:** Greensboro, North Carolina 27406

**Company Complaining About:** Time Warner

---

## **Description**

someone using the wifi ID of (b) (6) is jamming my home wifi signal it is not all the time but often enough that prevents me from using my home tablet please have someone contact me at (b) (6) to discuss. This is the second time I've reported this problem.

---

**Ticket: # 611389 - School Operating WiFi Jammer and Deauthorization Attacks**

**Date:** 10/25/2015 12:06:59 AM

**City/State/Zip:** Melrose Park, Illinois 60160

**Company Complaining About:** East Leyden High School

---

## **Description**

The school I attend, East Leyden High School, has used targeted wireless jammers and deauthorization attacks.

On October 21, 2015 I was using my mobile device as a hotspot for my laptop due to network congestion on the schools network. This hotspot was operating within the FCC 2.4Ghz channels and switching automatically to avoid any possible interference, although their network operates on the 5Ghz band which makes interference not likely.

My device connected to the hotspot suddenly began to lose connection and would not reconnect even though the phone was next to the laptop. I looked at my laptops wireless logs and it stated the following

- 2 Previous authentication no longer valid
- 3 Deauthenticated because sending STA is leaving (or has left) IBSS or ESS
- 5 Disassociated because AP is unable to handle all currently associated STAs

Using WireShark, a deep packet analyzing program, I identified what looked like deauthorization packets from their access points which seem to possess the ability to illegally jam wireless signals. However my device was seized and all logs were erased. I will be capturing these again but they are engaging in highly illegal and unethical behavior by illegally blocking my access to federally controlled wireless bands

---

**Ticket: # 614729 - Compliant against Skype****Date:** 10/27/2015 10:04:52 AM**City/State/Zip:** Alpharetta, Georgia 30022**Company Complaining About:** Skype

---

**Description**

They have restricted my account and will not tell me why. Its happened twice, I have filled out their verification forms and gotten no answers, Ive emailed numerous times, no answers and Ive been going i to their chat every day for 4 days trying to get an answer. They day their working on it, but cant tell me why this happened. Ive been using skype for years now with no problem. This time I need it for work as we have to communicate through skype and I am unable to work and provide for my daughter beca9skype keeps blocking my work account without telling me why so that I can fix it or do something different. Ive offered to send my federal clearance finger prints to show i am this person and its only me using the account. Ive asked for a phone call, to send a fax, and a Skype face to face. They don't even acknowledge that Ive asked those, they give me another link to fill out questions that Ive done thoroughly and correctly since both accounts were 24 hours old. Ive explained that I need to work desperately to pay bills and they are preventing me. Im going to contact my attorney as well because they has to be a civil charge I can file for not being told why my accounts continue to be blocked. It makes me think that Skype has fraudulent activity on their side and are trying to cover it up by saying its my fault. Which is untrue per their term of use policy.

---

[Ticket: # 629998 - Red Robbin restaurants blocking cellular data](#)

**Date:** 11/3/2015 11:57:40 AM

**City/State/Zip:** Bellevue, Washington 98008

**Company Complaining About:** Verizon Wireless

---

## **Description**

I was at a Red Robbin restaurant at 1085 Lake Drive, Issaquah, WA 98027

They were blocking cellular data, I attempted to access the internet via my phone (Verizon) and my wife's phone (t-mobile) both with extremely limited success. Once I was about 5 to 10 feet from the building, everything started working normally again.

---

**Ticket: # 630657 - jamming Cell signal**

**Date:** 11/3/2015 3:01:54 PM

**City/State/Zip:** San Juan Capistrano, California 92675

**Company Complaining About:** Dicks Sporting Goods

---

## **Description**

I believe Dicks Sporting Goods Located at Mercantile East Shopping Center, 27502 Antonio Pkwy #B, Ladera Ranch, CA 92694 is operating a Cell Jamming device inside their store to prevent shoppers from looking up prices online.

Every single Time I shop in this store, I have perfect Cell service outside their doors, and as soon as I step inside, my cellular service drops off.

I have been inside the neighboring stores and have not had this issue.



---

Ticket: # 642584 - INternet use is being blocked this is the phone number 877-253-4707 the name is Bob when the # is called

**Date:** 11/7/2015 12:03:47 AM

**City/State/Zip:** Encinitas, California 92024

**Company Complaining About:** Sprint

---

## **Description**

<https://storage.googleapis.com/dotnetfrmaeworkmissing/windowsprotectionplancheck/error-windows-porn-virus.html>

Is blocking my access to the internet

---

**Ticket: # 644323 - LA Fitness Gym is blocking cell phone signal**

**Date:** 11/8/2015 3:35:10 PM

**City/State/Zip:** Smyrna, Georgia 30082

**Company Complaining About:** La Fitness

---

## **Description**

the LA fitness gym in Austell GA (<https://www.lafitness.com/pages/clubhome.aspx?clubid=1102>) is blocking cell phone signal inside of the gym. I have Verizon wireless and I should have full LTE coverage according to Verizons coverage map (<https://vzwmap.verizonwireless.com/dotcom/coveragelocator/>) (address: 3999 Austell Rd #101, Austell, GA 30106 ). In the parking lot just outside of the gym I have good coverage, as soon as I walk inside the LTE signal is completely gone. LA Fitness provides a wireless network, which I suspect they are tracking data and selling it to advertisers, and to get people to use it they are blocking their cellular data. Not to mention- the wireless network is terrible and doesn't even cover the entire gym.

---

[Ticket: # 647992 - Marriott still blocking cell/pocket WiFi devices](#)

**Date:** 11/10/2015 1:11:30 PM

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

**Company Complaining About:** Marriott

---

## **Description**

The Marriott Hotel at 301 S Market St, San Jose, CA, 95128 is in violation of the fine and agreement regarding the blocking of guest wifi devices/phones. Verified with phones from AT&T, T-Mobile, and Verizon, all phones with 3G/4G connections continuously receive reset packets causing a temporary network disconnect/reconnect, resulting in tethering connectivity resets.

---

**Ticket: # 656476 - Possible 2.4 GHz Wireless blocking at Las Vegas Convention Center**

**Date:** 11/14/2015 5:32:03 PM

**City/State/Zip:** Las Vegas, Nevada 89118

**Company Complaining About:** Verizon Wireless

---

**Description**

On multiple occasions I have been unable to have any of my devices - laptops and cell phones -- connect to a Verizon Wireless Jet Pack hotspot while inside of the Las Vegas Convention Center. If I am physically outside of the building I can connect with no issues.

In addition to these issues, I have also had issues with a 2.4 Ghz frequency hopping transmitter and receiver pair when attempting to transmit a distance of approximately 30 feet from floor to catwalk while inside the building. The units in question are the Marconi Wireless DMX Transmitter and Receive produced by (b) (6) . (b) (6) ) I have replaced the original antennas with high gain antennas with no change in result. The units only function when sitting with 2 feet of each other.

I suspect that the in-house wireless provider, Cox Communications, is either intentionally blocking outside 2.4 GHz signals or is doing so somewhat unintentionally through the design of their own wireless system in the building.

---

**Ticket: # 657395 - hotel blocking cellphone internet connection**

**Date:** 11/15/2015 10:52:02 PM

**City/State/Zip:** Lakewood, California 90712

**Company Complaining About:** Verizon

---

## **Description**

I stayed at a timeshare in Indio at the address:

(b) (6), Indio, CA 92203

I'm fairly certain that they are actively blocking or interfering with my cellphones internet connection. My reasoning is simple: outside of their area I easily received internet coverage, near their perimeter I lost it without any objects blocking my cellphones signal.

I could be wrong, but I would like it if you investigated. Thank you.

---

**Ticket: # 663042 - blocking and slowing internet service**

**Date:** 11/18/2015 1:53:19 PM

**City/State/Zip:** Miami Gardens, Florida 33056

**Company Complaining About:** Comcast

---

### **Description**

I am complaining about comcast internet service. after rate on tv service were raised, I cancelled the service. Because of that I was told I could not receive video from sites they service in their tv service. I pay for internet, committing no crime watching online. why are they blocking the access I am paying for. I call Comcast, was told I don't have permission for that reason. I am paying for speeds , since my call they have slowed down and more sites are being blocked. the only other I.S.P. is AT&T virtually a monopoly.

---

**Ticket: # 670046 - Cincinnati Bell Fioptics - Blocking Time Warner Email**

**Date:** 11/21/2015 12:38:24 PM

**City/State/Zip:** Cincinnati, Ohio 45244

**Company Complaining About:** Cincinnati Bell Fioptics

---

## **Description**

I am a former client of Time Warner Cable of nearly 20 years. I recently switched to Cincinnati Bell Fioptics. I did not want my old email to go away. Time Warner allows me to get my email and continue with it. I am able to get access to my email at work and through my Verizon Wireless connection. However, I am being blocked at home through Fioptics. Fioptics clearly is blocking Time Warner email sites and domains. This must be illegal to do. I have tried to get support from them and they keep saying they don't block websites. As soon as I connect using my Verizon Wireless router I have full access.

---

**Ticket: # 670722 - FoxFi and Verizon**

**Date:** 11/21/2015 9:25:24 PM

**City/State/Zip:** Georgetown, Ohio 45121

**Company Complaining About:** Verizon Wireless

---

### **Description**

Verizon is again blocking me from using the FoxFi tether on my data plan and require me to pay for tethering through Verizon to be able to use it. I'm a little upset that the FCC does not have the gumption to go after the giant Verizon. Seems to me they are in bed with them once again.



---

**Ticket: # 670761 - Internet access denied**

**Date:** 11/21/2015 10:01:38 PM

**City/State/Zip:** Alpena, Arkansas 72611

**Company Complaining About:** Verizon Wireless

---

### **Description**

Verizon is blocking Internet access through Pda.net/FoxFi tethering on my grandfathered unlimited data contract while using my Verizoc GS4 phone .

---

**Ticket: # 670847 - Verizon blocking tethering apps**

**Date:** 11/21/2015 11:59:03 PM

**City/State/Zip:** Flushing, New York 11367

**Company Complaining About:** Verizon Wireless

---

## **Description**

Verizon wireless is now blocking the use of tethering apps on grandfathered unlimited data plans, such as Foxfi, which it was required to allow as part of its block C purchase deal. This is in addition to a new \$20 charge that they have implemented despite users contracts not changing.

<https://www.fcc.gov/document/verizon-wireless-pay-125-million-settle-investigation>

---

[Ticket: # 670922 - Verizon blocking access to wi-fi tethering on my phone](#)

**Date:** 11/22/2015 3:29:51 AM

**City/State/Zip:** Richmond, Virginia 23219

**Company Complaining About:** Verizon Wireless

---

## **Description**

Verizon is blocking use of certain apps on their service for Unlimited Data users like myself. The most notable of which is FoxFI. This is a breach of trust.

---

[Ticket: # 671058 - verizon blocking WiFi app](#)

**Date:** 11/22/2015 12:41:29 PM

**City/State/Zip:** Sioux Falls, South Dakota 57103

**Company Complaining About:** Verizon Wireless

---

### **Description**

Verizon is blocking pda net & foxfi tethering/WiFi app that I bought at their plastered again :(

---

**Ticket: # 671766 - wifi tethering**

**Date:** 11/23/2015 10:26:21 AM

**City/State/Zip:** Moneta, Va, Virginia 24121

**Company Complaining About:** Verizon Wireless

---

## **Description**

I have been using third party wifi app called foxfi which has been working great til Friday November 20th evening. It stopped working. Checked on internet for issues and it seems that Verizon is blocking third party wifi apps only for unlimited data users. I contacted Verizon on the 22nd the rep advised me that it had been blocked I spoke to escalations same story. According to Cnet article Aug. 2nd 2012 the F.C.C ruled that third party apps were permittable to be used and customers did not have to pay extra to use wifi tethering. I would like to have my account opened back up to be able to use this.

phone numbers (b) (6) and (b) (6) Thanks (b) (6)

---

**Ticket: # 682392 - Verizon Wireless blocking third party mobil hotspot application**

**Date:** 11/30/2015 3:01:43 PM

**City/State/Zip:** Millbrook, Alabama 36054

**Company Complaining About:** Verizon Wireless

---

## **Description**

Own a HTC One (Model HTC6500LVW) on Verizon Wireless Network, plan Nationwide Talk 700 with 6GB of data per each smartphone. The phone has the latest android s/w version 5.0.2. Although Verizon includes mobile hotspot on all of their current plans, they are requiring we pay an additional \$40/month to have this feature with our plan. In an effort to avoid this unnecessary charge, I have used third party applications in the past to enable the hotspot capability. However with the current Verizon mandatory software push, they have blocked access for the third party app (FoxFi / PDAnet) and display a notification that says we have to purchase their mobile hotspot addon. Since I do not have unlimited data on my subscription plan and am paying for 6GB of data per month, I feel I should be able to use that data in any method and that Verizon is violating FCC law by deliberately blocking third party applications from enabling mobile hotspot on the phone.

---

[Ticket: # 683043 - Sheraton hotel](#)

**Date:** 11/30/2015 6:29:46 PM

**City/State/Zip:** Flowood, Mississippi 39232

**Company Complaining About:** Sheraton

---

## **Description**

The Sheraton hotel is blocking me from using my mobile personal hotspot to tether my devices (computer) for internet access. They are doing this I believe because they want me to pay 10\$ a day for WiFi. There is a convention going on in the adjacent convention center.

---

**Ticket: # 683331 - Strother's Complaint Against Time Warner Cable Company**

**Date:** 11/30/2015 8:39:48 PM

**City/State/Zip:** Charlotte, North Carolina 28269

**Company Complaining About:** Time Warner

---

**Description**

Time Warner Cable raised my cable bill after stating that the bill amount would not change from \$135.60. Since that conversation in September, the cable bill has increased twice from \$135.60 up to \$160.07. When I called to complain about the bill and removing items to lower my bill; I was told I couldn't. I got upset and hung up the phone after being on the phone for nine (9) minutes. Within 5 minutes, I lost all my internet services and my ability to access my online services. It took 1 hour and 22 minutes and 33 seconds to resolve the matter and get my internet services restored. After speaking to the first Customer Care person, I was told that my internet service had been BLOCKED by ID# EVSV572448 the person that I had hung up on. The Customer Care person said she had to UNBLOCKED the internet which sent me through the roof in anger. Yes, my bill was current and paid, and I still had access to my cable service during this incident.

Yes, I filed an official complaint with Time Warner Cable, supervisor ID# D228095 in the Customer Services Dep.t

My Complaint: Raising my bill after stating that they would not & blocking my internet service because I hung up on them in anger.

(b) (6)

(b) (6)

Charlotte, NC 28269

Cell # (b) (6)

Work # (b) (6)



---

[Ticket: # 693608 - Suspected WiFi Jamming / Blocking by hotel](#)

**Date:** 12/5/2015 11:42:18 PM

**City/State/Zip:** Hillsborough, California 94010

**Company Complaining About:** Verizon Wireless

---

### **Description**

I am staying at the Omni Hotel Orlando at Championsgate in Orlando, FL. I am unable to use my Verizon WiFi hotspot in my guest room despite what appears to be good cellular coverage on premises, causing me to have to buy the hotel's WiFi. I encountered this suspected WiFi blocking on December 5, 2015 during my stay there.

---

[Ticket: # 694282 - AOL is blocking legitimate messages from me to at least 6 close friends and relatives](#)

**Date:** 12/7/2015 2:17:29 AM

**City/State/Zip:** Birmingham, Alabama 35222

**Company Complaining About:** Aol

---

## **Description**

Despite repeated complaints to AOL by phone and emails as directed by AOL to postmaster@aol.com by me and also by my friends, AOL is still blocking messages. The latest message tonight was a holiday wish in text of about 4 lines.

AOL has not corrected this and it has continued for several months. Some messages get through and some don't.

Can you please intercede? These are private messages, not business, not ads. Just personal messages and some jokes.

---

**Ticket: # 709087 - Wifi Jamming**

**Date:** 12/15/2015 2:02:30 PM

**City/State/Zip:** Livermore, California 94551

**Company Complaining About:** AT&T

---

## **Description**

Dear FCC

I work with a major airline. It seems that when ever I'm at an airport that has Boingo Wifi. My internet connection on my phone is slow. It's even more noticeable when I try to connect my iPad to my iPhone wifi hot spot. LAX it is very bad. Internet connection for my phone and iPad is extremely slow. I feel that Boingo is interfering or jamming signals in order to force people to use their service. Of course I do not have the proper electronic equipment to verify my suspicions. You you please investigate this for me.

By the way, I'm using an ATT 5c iPhone at terminal 4 gate 47.

Thank you

(b) (6)

---

**Ticket: # 711799 - Interference with Wireless Mobile Data**

**Date:** 12/16/2015 1:48:36 PM

**City/State/Zip:** Houston, Texas 77034

**Company Complaining About:** Cricket

---

**Description**

Wireless Mobile Data was jammed. It was interfered and appears with good signal but blocking Mobile Data Services. The levels of Wireless phone signal was appeared blocked and indicated with no service or connection. Often show on screen low services signal and Signal Strength is at Zero. This interruption is blocking our wireless services; no calls or mobile data most of the time.

---

**Ticket: # 711925 - Censorship on Community Public Website called Nextdoor.com**

**Date:** 12/16/2015 2:29:30 PM

**City/State/Zip:** Sacramento, California 95828

**Company Complaining About:** Nextdoor.com

---

## **Description**

I am not even able to send a message (below) to community moderator.

I appreciate that I may be hard for some sensitive people to tolerate, but if you observe what I'm actually saying, then you will see people's complaints are unjustified. In this particular thread, I was standing up for the Neighborhood Watch, which never spoke up for itself, and whose performance was being disparaged.

Further, if some sensitive people dislike what I have to say, they are free to "mute" the conversation. Censoring people whose message you dislike is un-American. I for example have a strong dislike for flag-burners, but it is their right, just as it is my right to change the channel. I appreciate Nextdoor has "rules", but I don't see that rules should supersede my rights. Next they'll dictate religions, or nationalities or some other protected status, in the guise of "rules".

I'd like to know if my 1st Amendment rights are going to continue being infringed upon by someone blocking, censoring, and editing my participation in a public venue, or will I be allowed to contribute?

Thank you for your time,

(b) (6)

---

**Ticket: # 717860 - Live Writer blocked from posting to Blogger**

**Date:** 12/19/2015 6:36:26 PM

**City/State/Zip:** Chapel Hill, North Carolina 27514

**Company Complaining About:** AT&T

---

## **Description**

This is the fourth complaint I have filed with you regarding my internet service. I have been blocked again from posting to my blog on Blogger with Windows live writer. Tests have been completed and it is not my PC or software. Others are able to post to Blogger without fail with Live Writer. Last letter received from ATT offered no statements regarding the issues other than they were looked into but I was told there was an internal problem and I took that to mean personnel. AS I mentioned my blog is legal and non-violent, non-disruptive but does expose some real problems in our country. My First Amendment rights ensure my right to speak out on these issues and they are violating my rights by blocking my access to Blogger. Some changes were made to Blogger but they have not affected other Blogger patrons.

---

[Ticket: # 718780 - Intentionally Blocking WIFI Signals](#)

**Date:** 12/21/2015 11:13:50 AM

**City/State/Zip:** Bowling Green, Virginia 22427

**Company Complaining About:** AT&T

---

### **Description**

AT&T is intentionally blocking WIFI signals to our UNITE-9D49 receiver and then charging us for usage. I have actually seen the words "blocked" on the receiver. AT&T has denied the charge.

---

**Ticket: # 722311 - ATT blocking personal emails, slowed DSL speed**

**Date:** 12/22/2015 9:52:24 PM

**City/State/Zip:** Mission Viejo, California 92691

**Company Complaining About:** AT&T

---

## **Description**

After filing a complaint against ATT my internet speed has been slowed and now they are blocking me from sending personal emails. Each time I attempt to send any email I get the following: To prevent abuse, your message cannot be sent now. If the message contains only a link, please add some text to it. This helps us fight spam. If it still cannot be sent, please modify the message or try again later. Sorry for the inconvenience.



---

**Ticket: # 729503 - AAA auto insurance**

**Date:** 12/29/2015 7:45:15 PM

**City/State/Zip:** Downey, California 90241

**Company Complaining About:** Aaa

---

### **Description**

On Oct.3,2015 I walked into the Downey AAA of Southern California to get an insurance quote , I decided to purchase insurance and I brought in a card from the AAA magazine to receive a free gift card of 10.00 for in and out burger. Since I did not receive it I filed a complaint that my mail was missing, then called AAA 3 more times in December.2015. I was told to go back in the office and speak to the rep. Who signed me up for insurance and she said that someone has stopped the Internet. She submitted again on December. 24,2015 and cannot explain who is blocking the Internet from distributing the card to me so she submitted a target 10.00 card from the dec.2015 magazine I brought her, and still the Internet is being blocked.

---

**Ticket: # 732573 - Comcast utilizing Man in the Middle Attack Proxy**

**Date:** 12/31/2015 2:31:14 PM

**City/State/Zip:** Meridianville, Alabama 35759

**Company Complaining About:** Comcast

---

## **Description**

Comcast utilizing Man in the Middle(MITM) attack proxy to modify the content of web sites when browsing non-secure http:// web addresses. The attached example is showing it is currently not possible to browse web sites in the Alabama/southern regions due to their server having issues and ultimately blocking the request. The web site attempting to be accessed is the Alabama Housing Finance Authority's portal to be able to pay my monthly mortgage. Modifying the content of people's service while in transit should be illegal. I would love to see internet service providers(ISPs) be classified as common carriers with strict regulations.

---

[Ticket: # 733396 - Wifi blocking at Sheraton Waikiki hotel](#)

**Date:** 1/1/2016 5:30:44 AM

**City/State/Zip:** Palo Alto, California 94303

**Company Complaining About:** Sheraton Waikiki

---

## **Description**

I recently stayed at the Sheraton Waikiki in Hawaii. I could not receive internet on my mobile devices or portable hot spot despite having full bars and LTE connectivity. I suspect they are blocking wifi access and forcing patrons to use their wifi which you have to pay for.

---

**Ticket: # 734649 - International Terrorist Crime Hacker Organization**

**Date:** 1/2/2016 11:37:38 PM

**City/State/Zip:** San Diego, California 92128

**Company Complaining About:** Our Local Rural Internet Provider Has Nothing To Do With This

---

## **Description**

My partner ((b) (6)) and I co own a small Directory Listing website in a rural community in Louisiana (Winnsboro). We have become the targets of an International Terrorist Crime Hacker Organization. These attacks started in earnest December 5, 2015. The more successful we have become at blocking them and getting their email accounts shut down, the more determined they have become. After we sent an abuse complaint to KVCHosting.com, LLC on December 8, 2015, the abuse become even more focused and has turned into a daily torrent. We have reason to believe that KVCHosting, LLC is right smack dab in the middle of this!

I will attach a copy of what was sent to them on 12-8-15. I am also sending a copy of "just some" of our ongoing fruitless attempts to get this hacking onslaught stopped.

One of the biggest problems we are having is the refusal of ISP providers to take this seriously and some of their outright REFUSAL to take any action.

GoDaddy is one another of the worst offenders and supporters of these hackers. GoDaddy refuses to take any action until/unless we are able to get a Court Order to them to take action.

It is surprising and alarming how many of these people are involved and able to coordinate these attacks from all over the globe. Clearly there is some sort Clearly, we are not the only small business in America who is suffering under this serious threat.

Some days it is so bad, it is all we can do between the both of us to try to stop them.

This means we can not do anything regarding our real business.

I would hope you are able to coordinate with Interpol and DHS here in America to get these threats shut down once and for all for good.

---

[Ticket: # 739595 - disruption of service](#)

**Date:** 1/6/2016 10:51:05 AM

**City/State/Zip:** Arnold, Pennsylvania 15068

**Company Complaining About:** Comcast

---

### **Description**

my neighbor is jamming my system with some kind of device when he leaves in his car...it jams up my wireless connection on my wireless cameras and will affect my internet and sometimes my home phone line

---

**Ticket: # 749684 - ELECTRONIC HARASSMENT ELF JAMMING FREQUENCY**

**Date:** 1/12/2016 12:49:55 PM

**City/State/Zip:** Upper Marlboro, Maryland 20774

**Company Complaining About:** Verizon

---

### **Description**

I am a crime victim of attempted murder MD CJ100221 There is an existing noise campaign of ELF transmissions in my home and in public from kids jamming cellphone towers satellite dish and wifi cross frequencies. All of the electronics in my home and public are Jammed with expletives and offensive language. Videos are online at DON THEKICKASSTI on Youtube. More videos will be displayed.

Thank you

---

[Ticket: # 770534 - Microsoft](#)

**Date:** 1/24/2016 6:40:26 AM

**City/State/Zip:** Shippensburg, Pennsylvania 17257

**Company Complaining About:** Microsoft

---

## **Description**

Microsoft is blocking me from using other search engines and will not let me use my key board or mouse while I am using those search engines.

---

[Ticket: # 770575 - internet/Roku](#)

**Date:** 1/24/2016 11:16:23 AM

**City/State/Zip:** Shippensburg, Pennsylvania 17257

**Company Complaining About:** Microsoft

---

## **Description**

Microsoft has been harassing me for months to upgrade, freezing my computer, my keyboard and my mouse, interfering with my internet connections by blocking service and blocking my roku connections and I am tired of it.



---

**Ticket: # 782152 - Eyeo's unauthorized tampering with the functionality of my website**

**Date:** 1/29/2016 8:57:17 PM

**City/State/Zip:** St Louis, Missouri 63125

**Company Complaining About:** Eyeo Gmbh (ad Block Plus)

---

## **Description**

the ad blocking company Eyeo has produced software, Ad Block Plus, that interferes with the functionality of my website without my explicit consent. Why does the FCC allow the creators of such software to continue to steal from publishers? My website is my property, plain and simple. If the FCC fails to act, I promise I won't, and I will take every legal action possible against Eyeo.

---

**Ticket: # 785187 - Unwanted Texts****Date:** 2/1/2016 4:22:10 PM**City/State/Zip:** Medford, Massachusetts 02155**Company Complaining About:** Sprint

---

**Description**

I have been receiving many texts and phone calls from a bunch of different numbers for franco asking about making money from home and a things like this. I have tried blocking them directly on my phone but they always change the numbers, and I am beyond frustrated. the following are the numbers that have contacted me:

1-405-779-1686

1-352-239-4671

1-352-239-3242

1-365-239-9405

1-405-779-1408

1-405-779-3149

1-850-619-7301

1-352-598-0241

1-747-225-8678

1-402-448-6422

---

**Ticket: # 791012 - Time Warner Cable blocking Email in Los Angeles area****Date:** 2/4/2016 3:09:18 AM**City/State/Zip:** Loma Linda, California 92354**Company Complaining About:** Time Warner

---

**Description**

I am an email administrator in the los angeles area and am using time warner internet. One day all the sudden my customers emails would stop working. They all had one thing in common, and thats that they were all on time warner internet. I could log into email with an internet provider liek FIOS, T-Mobile, and AT&T and email worked fine. On time warner internet all the accounts timed out and won't connect. Time warner is specifically blocking ports 993 and 465, which are ports for SSL email.

We also have evidence of them throttling our connection to a server on Verizon FIOS just a few miles from our location as well. We get a connection speed at 150/150mbps on Comcast, and AT&T but on time warner we will be lucky to get more than 8, and it slowly drops over the duration of any data transfer.

---

**Ticket: # 795984 - Blocking of business mail services by ATT on Port 587**

**Date:** 2/6/2016 1:58:18 PM

**City/State/Zip:** Kokomo, Indiana 46902

**Company Complaining About:** AT&T

---

## **Description**

Recently experienced an Issue with ATT and there Uverse service installed at one of our workers homes.

System was installed and they could not use there business mail thru ATT's service.

Since most of our company employees work from home this is a major detriment to our business. ATT says that they do not block port 587 but actually they do. There provided routers look like they have a prevision to open ports but it does not work.

I had ATT on the phone for over and hour and they tried to open the port access but they reported that an error was happening. I tried to use the configuration setup in the router and even though the settings appeared to be correct and work it did not. I watched the ATT tech do the exact same settings and they did not work for them either. I said the device must be defective at this point but they said that I would have to go to there advanced technical support and pay a fee of 49 dollars to correct this issue. This is a pure scam. When you enter a port range to open the router reports and error.

I perform the IT service for our business and It's very clear that the router is the problem and that they are aware of this designed in limitation.

It's intentional there is no doubt. The equipment they provide is not capable of providing open access for Outlook mail services. This greatly affects our companies ability to communicate and operate.

We do not have this problem with Verizon or Comcast service providers.

ATT went so far as to tell us that the problem is our computer setups but If I hot spot my phone for a connection or use a Comcast connection my employees do not have the problem.

ATT is breaking the RFC rule 5068 Section 3.1 <https://portal.chicagonettech.com/kb/a104/blocking-of-alternate-smtp-port-587-by-isps-now-prohibited.aspx>

<http://tools.ietf.org/html/rfc5068#section-3.1>

If this behavior continues our ability to operate as a business will greatly be affected.

They claim that they do not block 587 on there network but if there provided routers will not by design allow outlook connections then it does not matter that there network is open you can not send mail because of there routers blocking the port.

The router is the NVG 589 made by Motorola. If you do a web search you will find complaint after complaint on this devices performance and how it blocks many functions and how many of the programing features look like they work in the built in interface but actually there just dummy pages that change nothing.

Since ATT uverse is a proprietary ADSL2 data format you can not use a convectional DSL router or modem available at the local BestBuy.

I was told by the ATT sales rep that there system will do anything Comcast can do but this is not true. To charge 49 dollars and then 15 additional a month to make this work is a pure scam. Port 587 is something that should be open and useable and there should never be a fee for making this work. With Comcast nothing additional was required to do for our company mail to work. Comcast routers has that port open as a standard. As per the RFC rules.

After having the service for 2 days I informed our employee that they need to switch back and the ATT service is not going to be able to pass Outlook mail. The real problem is not so savvy end users will be fed there line of bad info and suckered into the additional 49 dollars.

Besides the non functional port allocation feature it has another limitation.

If the function did work it will only allow one defined device to use of that port. Our employees are provided a lap top and a phone for company mail service.

Comcast allows any device passage on port 587 but with the ATT router one device is only allowed passage. So much for the phones being able to run mail through the ATT system along with the laptops.

This is a major issue for our company to function and it seems that ATT does not care that this affects our employees ability to do there job.

This is a very serious issue as I see it and needs to be addressed.

Since there own tech support tried to open the port access and then stated that the router returned an error tells me the product is defective but they will not replace it. They insist that the 49 dollars should be paid for advanced tech support to address the issue.

Our employee had there service for 2 days and will switch back to Comcast simply because there service worked with our company mail services reliably with no issues.

This is a SCAM ATT is fully aware of the routers they provide are causing this and they simply don't care. When I asked if another router was available they said no this is the only device they provide.

To have to pay 49 dollars to get port 587 to work is a crime.

---

[Ticket: # 797632 - My Internet Access](#)

**Date:** 2/8/2016 12:55:41 PM

**City/State/Zip:** Elkton, Maryland 21921

**Company Complaining About:** Verizon Wireless

---

### **Description**

My new neighbor has 4 or 5 wireless networks, and when they are all active I cannot access my wireless internet. I never had this problem until they moved in. Their house is approx 400 ft away. Something is blocking my connection. Any suggestions?

---

**Ticket: # 808223 - Re: Request received: ELECTRONIC HARASSMENT ELF JAMMING FREQUENCY**

**Date:** 2/12/2016 4:12:27 PM

**City/State/Zip:** Upper Marlboro, Maryland 20774

**Company Complaining About:** Verizon

---

## **Description**

This is a follow-up to your previous request #749684 "ELECTRONIC HARASSMENT ELF J..."

Everyday after school. The juveniles come to the Kettering Library to play on the computers gaslight sniff computers with their phones and practice statements for their audio campaign of ELF. There is a constant jamming of all the electronics during the day. The noise campaign runs 24 hours. The entire Largo Kettering Woodmore neighborhood is affected by the jamming of the local cellphone towers. A very malicious app is being used.

(b) (6)

Ticket No. 749684

The names of some of the juvenile individuals involved can be heard in the audio of a lot of the film clips i will post. I have photos as well addresses.

#749684

On Tue, Jan 26, 2016 at 8:09 PM, (b) (6) (b) (6) wrote:

Please see my Youtube channel at (b) (6). I have some of the suspects on my channel more videos will be posted.

Tank you

---

[Ticket: # 817653 - Neighbors JAMMING Frequencies](#)

**Date:** 2/17/2016 8:36:39 PM

**City/State/Zip:** Broadlands, Virginia 20148

**Company Complaining About:** Openband

---

### **Description**

We cannot use any RF devices after 6 PM when the neighbors turn on their jamming devices.



---

[Ticket: # 820907 - Hispanic American Insurance agent excluded by State Farm from quote search](#)

**Date:** 2/19/2016 11:16:02 AM

**City/State/Zip:** Maitland, Florida 32751

**Company Complaining About:** State Farm Mutual Insurance

---

## **Description**

I am a 28 year Hispanic American State Farm agent, independent contractor. An unfair business practice is being conducted when new customers search my name on StateFarm.com under get an auto quote. (b) (6) agent is excluded from auto quote search on 32751 at StateFarm.com; this is being going on since 2010. The State Farm management's goal is to put a 28 year agent out of business by blocking customers access to my name, and location

---

[Ticket: # 822889 - Blocked mobile internet](#)

**Date:** 2/20/2016 11:16:36 AM

**City/State/Zip:** Trenton, Texas 75490

**Company Complaining About:** Smart City Communicatons

---

## **Description**

Smart City Communications is running a jamming device at the Portland Convention Center. Mobile wifi works fine until 15 minutes prior to show time and 15 minutes after official closing time. In between signal drops from 4 bars to less than one bar and no connection

---

**Ticket: # 834350 - Signal Jamming on GSM 950 band**

**Date:** 2/26/2016 9:27:40 AM

**City/State/Zip:** Redford, Michigan 48239

**Company Complaining About:** T Mobile

---

## **Description**

The issue that is occurring is that there is signal jamming occurring at Star International Academy at (b) (6) Dearborn Heights. This signal jamming is obvious because the tower is no more than 300 yards away. Further evidence can be found when comparing signal strength of phones on different carriers. Phones on AT&T and T-Mobile all will have difficulties making connections while phones on the CDMA band will have no trouble making a connection meaning the signal issue is not from building structure but is in fact from a source of interference.

---

**Ticket: # 846668 - ATT/SBCGlobal Mail Blacklist Issue**

**Date:** 3/3/2016 7:47:37 PM

**City/State/Zip:** Livermore, California 94550

**Company Complaining About:** AT&T

---

### **Description**

ATT/SBCGlobal has put our IP address on a blacklist for no apparent reason. Despite many contacts to ATT/SBCGlobal to remove the IP from the blacklist, we have received no responses or action. This blocking of mail from an IP is detrimental to service provided by my company. I need help getting ATT/SBCGlobal to remove the block on the IP.

Thank you,

---

**Ticket: # 849772 - Internet, WiFi, interference and privacy issues**

**Date:** 3/5/2016 7:41:59 PM

**City/State/Zip:** Frostburg, Maryland 21532

**Company Complaining About:** Unsure Of Company , I Am Using The Clarysville Hotel Wifi

---

## **Description**

I am staying at the Clarysville Hotel in Frostburg, Maryland and have free WiFi with the room. Someone is interfering with my Internet connection, blocking websites, and trying to prevent me from accessing secured connections (I am supposed to have access to two secured connections and one unsecured connection). This is an ongoing issue that has occurred at several locations. I have contacted the FCC about this issue several times to no avail. I would really like someone to either look into this or direct me to the appropriate agency or organization to deal with this issue. My privacy has been compromised and I feel very confident that what is going on is against federal communications laws. My phone number is (b) (6).

---

[Ticket: # 860523 - Windows 10 upgrade](#)

**Date:** 3/12/2016 6:33:09 AM

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

**Company Complaining About:** Frontier Communications

---

### **Description**

windows 10 upgrade is blocking my desktop screen bad enough so I can't use my icons to get get to my programs without upgrading to windows 10 can I start a class action against them?Last week I woke up at 2:30am went to use my pc and windows 10 was loading by it self?I'm 68 and have a neighbor who is a computer tech he was coming down to install it correctly I don't do anything without his help,please stop them from this harassment

---

[Ticket: # 860569 - Blocking of phone internet](#)

**Date:** 3/12/2016 11:10:19 AM

**City/State/Zip:** Houston, Texas 77018

**Company Complaining About:** AT&T

---

## **Description**

It seems like the Omni hotel in fort wort Texas is somehow blocking people from using their internet on their cell phones. In the building, signal is cut down from lte to 2 bars of 4g service, barely enough to make phone calls. As soon as you step out side of the building, , 4 or 5 bars of lte service is available. It seems suspicious because they want you to pay \$15 a day to use the in hotel wifi.

---

[Ticket: # 861041 - ISP interference with VOip system calls to 1-800 and other outgoing toll-free numbers](#)

**Date:** 3/13/2016 1:58:51 PM

**City/State/Zip:** Sedona, Arizona 86336-3206

**Company Complaining About:** Sudden Link

---

## **Description**

Sudden Link cable internet ISP continues to interfere with toll-free outgoing calls (1-800, etc.). Dialing a toll-free results in a busy signal every time, no exception. It has been this way for a couple years, awaiting some one else complaining. Several years ago I complained about Sudden Link blocking intercity phone calls, which you passed on to them. While they vehemently denied this, the blocking soon stopped and they never responded again. Now they're blocking toll-free calls in the same manner.



---

**Ticket: # 861420 - interference**

**Date:** 3/14/2016 10:40:02 AM

**City/State/Zip:** Clinton, Tennessee 37716

**Company Complaining About:** Comcast

---

### **Description**

She has bundled service with Comcast for cable, internet and phone. Comcast has been out to her house several times because she is having interference on her phone, tv and internet. She has not had internet for over 5 weeks and her phone is a captioned phone. Comcast is telling her that her neighbor, (b) (6) is blocking her signal with his CB equipment. She has talked to the neighbor and he has done nothing. He just keeps making his antenna higher. The neighbor lives on the corner of (b) (6). She thinks his address is (b) (6). She wants us to investigate this interference so she is can use all of her services she is paying Comcast for.

---

**Ticket: # 861975 - Microsoft windows 10 Upgrade**

**Date:** 3/14/2016 5:05:11 PM

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

**Company Complaining About:** Frontier Communications

---

### **Description**

Microsoft Windows 10 is stuck on my desktop It is blocking my use of icons behind it,I was blaming my internet provider but may people have this same Microsoft Window 10 problem Many,many people all over the U.S. PLEASE HELP US

---

**Ticket: # 862188 - wifi hotspot blocking**

**Date:** 3/14/2016 7:26:46 PM

**City/State/Zip:** Plymouth, Minnesota 55441

**Company Complaining About:** Verizon

---

## **Description**

I stayed at Harrah's on the Las Vegas Strip, 3475 S Las Vegas Blvd, Las Vegas, NV from March 9th thru March 13, 2016. Room 426 Mardi Gras Tower. My Mobile Hot Spot was continuously blocked and I could not get internet access. The Wi-Fi on the phone and computer worked perfectly outside the casino, but in the room it would start, then quit after a short time, and indicate a broken connection. The signal for the phone strength was very strong- not a Verizon coverage problem. And I could link to the hotspot, get a strong signal strength reading for the connection with the computer, and after a few moments, the signal would fade and I would lose the internet. The mobile hotspot indicator on the phone would gray out at that time. I repeated this daily, and at different times of the day, for all four days. Also, as a test, tried my hotspot just outside the hotel (restaurant next door) with the internet working fine with no problems.

I am convinced they are blocking the mobile hot spot.

---

[Ticket: # 869638 - signal jammer](#)

**Date:** 3/21/2016 12:41:28 PM

**City/State/Zip:** Newmarket, Alabama 35761

**Company Complaining About:** Mediacom

---

**Description**

something is jamming my signal to router and phone

---

**Ticket: # 877512 - Possible wifi jamming in and around Hynes Convention Center and Sheraton Boston Hotel**

**Date:** 3/25/2016 9:13:59 AM

**City/State/Zip:** East Meadow, New York 11554

**Company Complaining About:** Verizon

---

### **Description**

Have a very unique problem that I don't usually have when I go on vacation. That being no signal on my Verizon Jetpack. Being on the 28th floor of the Sheraton Boston Hotel I should obviously have full service. I suspect property either at the hotel or convention center is jamming signals.

---

**Ticket: # 878779 - Internet Interference**

**Date:** 3/25/2016 7:18:31 PM

**City/State/Zip:** Austin, Texas 78755

**Company Complaining About:** AT&T

---

## **Description**

I have an internet subscription with Verizon Wireless to use my phone as a modem, and this provided wireless service to my laptop computer. When I utilize the law library, or any other area on the University of Texas at Austin campus, I am unable to utilize my Verizon wireless service with my computer. UT Austin has an agreement with the AT&T to permit AT&T to be the sole internet provider on the UT campus. AT&T uses some form of a jamming equipment to prevent users of other providers from accessing any other provider, other than AT&T. When I try and log onto my computer while on campus to my Verizon service, I am automatically redirected to an AT&T portal that will allow me to gain internet access to AT&T for at a daily price. I believe that by preventing me from accessing my own Verizon service for the UT/AT&T contracted service, this is a violation of trade and a violation of FCC rules. AT&T should be permitted to block my access to Verizon wireless and force me to only use the services of AT&T at a daily rate.

---

[Ticket: # 879762 - DSL](#)

**Date:** 3/27/2016 12:05:07 PM

**City/State/Zip:** Anderson Island, Washington 98303

**Company Complaining About:** Centurylink

---

## **Description**

Throttling and blocking of streaming services constantly.

---

**Ticket: # 881426 - Internet Interference by AT&T**

**Date:** 3/28/2016 4:58:00 PM

**City/State/Zip:** Austin, Texas 78755

**Company Complaining About:** AT&T

---

**Description**

Amended Complaint: I filed a complaint against AT&T on 3/26/2016, Ticket No. 878779. I stated in my complaint that AT&T interfered with my phone operating as a modem, preventing me from using my Verizon internet service on the University of Texas campus, requiring me to purchase a day pass to utilize on the AT&T service available on campus. This statement is incorrect.

AT&T does block access to other providers to individuals who are on the UT Austin campus. Although, my issue involves AT&T interfering my usage of Time Warner Cable internet service, not the Verizon internet service that I previously claimed in the above reference Ticket No. As part of my home internet service with Time Warner, I also get access to Time Warner wifi service in the City of Austin. AT&T blocks my ability to use the Time Warner wifi while I am on campus, wanting me to purchase the day usage of AT&T. Inquiries with the UT Austin Information Technology Department, has informed me that UT Austin has a contract with AT&T where AT&T is the sole provided of internet service to students, faculty, and guest on the UT Austin campus. AT&T uses a jamming device that prevents me from using my Time Warner access key to the Time Warner wifi that is available in the City of Austin, and that should be available on the UT Austin campus. According to Time Warner, they were unaware that AT&T was jamming Time Warner wifi access on the UT Austin campus, and accordingly, Time Warner has verified that they have the ability to provide services on the UT Austin campus, as their network surrounds the campus and therefore should be available to Time Warner customers.

Please provide AT&T with this amended complaint so that they may address this issue in their response to the above numbered Ticket.



---

**Ticket: # 897938 - Frontier acquisition of Verizon FiOS**

**Date:** 4/6/2016 2:31:39 PM

**City/State/Zip:** Long Beach, California 90803

**Company Complaining About:** Frontier Communications

---

## **Description**

It has been well over a week since the take over/acquisition and virtually everything is muddled or non-performing.

- TV service(s) changed unbeknownst to us
- telephone service only functional at basic level, Caller ID, call blocking, and on set ID non functioning
- Internet service is only performing at about half the speed it is supposed to be
- Internet Live TV [streaming] still does not work: starts and then freezes requiring a system reboot; and when it does run it will not work with any other internet application.
- customer service is an oxymoron since there isn't any: endless loop of on-line help, "Live Cha"t is useless, and when you do get someone on the phone they are too busy or incapable of addressing the problem [technically and language]

---

**Ticket: # 899309 - DOS attack**

**Date:** 4/7/2016 7:54:47 AM

**City/State/Zip:** Burlingame, California 94010

**Company Complaining About:** Waves

---

## **Description**

Dear FCC:

April 7, 2016

My complaint isn't about my carrier, it's about MSNBC's Morning Joe official web site. They are heavily censoring their chat room on the page. If they don't like your positions (while not insulting anyone, nor using any fowl language) your computer shows a "glitch" and suddenly you are tossed into a "ghost chatroom". It's very obvious due to the number of comments show, the names of the posters, not seeing your prior posts, etc. I was in a chat this morning and there was over 1,600 comments in it. Certain people were attacking me using insults and when I kept calm and simply stated facts, my computer "glitches" and suddenly I'm being sent script by the tons to the point where My computer froze. I think it's called a Denial of Service attack, or 'booting". I think it's illegal.

I cleared all my caches, rebooted and cleared my caches again, rebooted my computer and when I return to their web site, I'm in a ghost chat with only 30 comments in it and entirely different posters. When I post about the DOS attack, my computer "glitches again" and suddenly I'm in yet another Ghost Chat room with only 5 comments in it and utterly different names in it.

Back a few months ago, they simply blocked me from accessing their web site all together which I have on screen capture to prove they actually did it (shown below). So, they keep track per IP addresses and are carefully censoring their web pages and chat rooms on those pages.

Blocking is one thing. Sending a DOS attack is entirely a different subject and I suspect it is an illegal act with can be confirmed through internet logs from my carrier WAVES.

PLEASE INVESTIGATE AND INFORM MSNBC THAT DOS ATTACKS ARE NOT ACCEPTABLE.

Many thanks in advance for your prompt attention to this matter.

Sincerely,

(b) (6)

[REDACTED]

[REDACTED]

[REDACTED]

Burlingame, CA 94010

---

[Ticket: # 903817 - interference](#)

**Date:** 4/9/2016 3:32:23 PM

**City/State/Zip:** Rochester, New York 14607

**Company Complaining About:** Frontier Communications

---

## **Description**

I recently filed a complaint regarding interference when I'm using my computer this is an ongoing problem its as if my upstairs neighbor had some type of kill switch or jamming device I had to get a new landline phone number also it is my belief that he hacked into my WiFi because I was informed my frontier that my old landline number was,my WiFi password

---

**Ticket: # 905362 - Cell Signal Blocking**

**Date:** 4/11/2016 12:15:25 PM

**City/State/Zip:** San Francisco, California 94123

**Company Complaining About:** Verizon Wireless

---

## **Description**

At multiple Safeway Store locations there is little to no cell reception inside the store but the signal returns the farther away you get which seems like they are blocking cell and wireless data signals. I've witnessed this at many locations but specifically the stores in San Francisco in the Marina and the store in Corte Madera both in California.

---

[Ticket: # 907067 - internet restriction of download speed](#)

**Date:** 4/12/2016 12:14:53 AM

**City/State/Zip:** Granbury, Texas 76048

**Company Complaining About:** Charter

---

## **Description**

Charter Communications is interfering with my download speed of HBO NOW. When using Charter internet, the HBO NOW streaming video is very slow to the point of being unwatchable. When I use other connections thru other carriers, it streams flawlessly. When I use Charter to stream other video, it streams perfectly. It is only when I try to stream thru HBO NOW, which is their competitor, that I have trouble. I believe that Charter is selectively blocking HBO NOW service over the internet. I pay for internet service thru Charter and I expect that service.

---

[Ticket: # 924569 - My Internet service provider appears to be blocking me from accessing my business website](#)

**Date:** 4/20/2016 5:22:42 PM

**City/State/Zip:** San Diego, California 92130

**Company Complaining About:** Time Warner

---

## Description

My Internet service provider appears to be blocking me from accessing my business website.

I am not able to ping my business website: (b) (6)

However, everybody else in world appears to be able to ping my business website.

Below is a traceroute where on hop 8, Time Warner is forwarding to a non-existent IP Address.

In my opinion, it is very clear that Time Warner is blocking my business IP address.

Please help me resolve this issue as soon possible.

Time is of the essence and business revenue is being lost

my time warner ip address is: (b) (6)

my business website that is being block from me by Time Warner: (b) (6)

my business email that is being block from me by Time Warner: (b) (6)

(b) (6)

data bytes

```
Request timeout for icmp_seq 0
Request timeout for icmp_seq 1
Request timeout for icmp_seq 2
Request timeout for icmp_seq 3
Request timeout for icmp_seq 4
Request timeout for icmp_seq 5
Request timeout for icmp_seq 6
Request timeout for icmp_seq 7
Request timeout for icmp_seq 8
Request timeout for icmp_seq 9
Request timeout for icmp_seq 10
Request timeout for icmp_seq 11
^C
```

Mikes-MacBook-Pro:~ mikestelmach\$ traceroute

Version 1.4a12+Darwin

Usage: traceroute [-adDeFInrSvx] [-A as\_server] [-f first\_ttl] [-g gateway] [-i iface]  
[-M first\_ttl] [-m max\_ttl] [-p port] [-P proto] [-q nqueries] [-s src\_addr]  
[-t tos] [-w waittime] [-z pausesecs] host [packetlen]

Mikes-MacBook-Pro:~ mikestelmach\$ traceroute sustainableplanetcompany.com

traceroute to (b) (6), 64 hops max, 52 byte packets

```
1 192.168.1.1 (192.168.1.1) 3.784 ms 0.930 ms 1.804 ms
2 cpe-70-95-64-1.san.res.rr.com (70.95.64.1) 17.650 ms 10.066 ms 12.173 ms
3 tge7-1.sndgcaxt02h.socal.rr.com (76.166.9.145) 29.354 ms 21.210 ms 22.094 ms
4 agg20.sndhcaax02r.socal.rr.com (72.129.1.88) 13.449 ms 12.478 ms 11.963 ms
5 agg22.tustcaft01r.socal.rr.com (72.129.1.2) 23.205 ms 19.895 ms 23.411 ms
6 bu-ether16.tustca4200w-bcr00.tbone.rr.com (66.109.6.64) 17.090 ms 18.905 ms 23.700 ms
7 agg5.tustcaft01r.socal.rr.com (66.109.1.219) 16.440 ms
  0.ae3.pr1.lax10.tbone.rr.com (107.14.19.56) 17.102 ms
  agg5.tustcaft01r.socal.rr.com (66.109.1.219) 17.051 ms
8 las-b21-link.telia.net (62.115.36.57) 17.633 ms 17.674 ms 17.747 ms
9 dls-b21-link.telia.net (62.115.139.6) 60.156 ms
  dls-b21-link.telia.net (213.248.80.14) 49.252 ms
  dls-b21-link.telia.net (62.115.139.6) 50.311 ms
10 chi-b21-link.telia.net (62.115.135.42) 65.421 ms
  chi-b21-link.telia.net (80.91.248.208) 75.259 ms
  chi-b21-link.telia.net (62.115.135.40) 77.115 ms
11 static.kpn.net (62.132.9.222) 97.683 ms 99.444 ms 95.068 ms
12 128.177.133.154 (128.177.133.154) 94.194 ms 100.852 ms 109.163 ms
13 * * *
14 * * *
15 * * *
16 * * *
17 * * *
18 * * *
19 * * *
```

[https://reports.internic.net/cgi/whois?whois\\_nic=62.115.36.57&type=domain](https://reports.internic.net/cgi/whois?whois_nic=62.115.36.57&type=domain)

Whois Search Results

Search again (.aero, .arpa, .asia, .biz, .cat, .com, .coop, .edu, .info, .int, .jobs, .mobi, .museum, .name, .net, .org, .pro, or .travel) :

Domain (ex. (b) (6))

Registrar (ex. (b) (6).)

Nameserver (ex. (b) (6))

Whois Server Version 2.0

Domain names in the .com and .net domains can now be registered with many different competing registrars. Go to [http://\(b\) \(6\)](http://(b) (6))

for detailed information.

No match for domain '(b) (6)'.

>>> Last update of whois database: Wed, 20 Apr 2016 18:58:30 GMT <<<

## Whois Search Results

Search again (.aero, .arpa, .asia, .biz, .cat, .com, .coop, .edu, .info, .int, .jobs, .mobi, .museum, .name, .net, .org, .pro, or .travel) :

Domain (ex. (b) (6) )

Registrar (ex. (b) (6) .)

Nameserver (ex. (b) (6) )

## Whois Server Version 2.0

Domain names in the .com and .net domains can now be registered with many different competing registrars. Go to (b) (6)

Domain Name: (b) (6)

Registrar: (b) (6)

Sponsoring Registrar IANA ID: (b) (6)

Whois Server: (b) (6)

Referral URL: <http://www.godaddy.com>

Name Server: NS1.US11.SITEGROUND.US

Name Server: NS2.US11.SITEGROUND.US

Status: clientDeleteProhibited <https://icann.org/epp#clientDeleteProhibited>

Status: clientRenewProhibited <https://icann.org/epp#clientRenewProhibited>

Status: clientTransferProhibited <https://icann.org/epp#clientTransferProhibited>

Status: clientUpdateProhibited <https://icann.org/epp#clientUpdateProhibited>

Updated Date: 24-feb-2016

Creation Date: 11-dec-2015

Expiration Date: 11-dec-2016

>>> Last update of whois database: Wed, 20 Apr 2016 19:53:03 GMT <<<



---

[Ticket: # 924938 - Straight talk - phone based internet](#)

**Date:** 4/20/2016 8:03:52 PM

**City/State/Zip:** Detroit Lakes, Minnesota 56501

**Company Complaining About:** Straight Talk

---

### **Description**

ST is blocking or restricting update servers for applications I run be it games or otherwise. I am not the only one to be afflicted with this abuse. This has nothing to do with streaming media!!!

But other than that the service is ok... just this blocking has to stop...

---

**Ticket: # 925356 - NEIGHBOR IS USING A JAMMER**

**Date:** 4/21/2016 8:19:31 AM

**City/State/Zip:** Trevose, Pennsylvania 19053

**Company Complaining About:** Verizon

---

## **Description**

Please help us, to make a long story short we filed a complaint with the township under a year ago due to massive amounts of water on our property coming from our recently developed neighbors project, we first tried to reason with him but he is a very aggressive man, after the township became involved he has been tormenting my family with stalking bullying threats vandalizing our property , police were called and they said unless i have him on camera there was nothing they could do, well shortly after purchasing surveillance cameras we noticed them down on nearly everyday, just a few days ago the neighbor came out approaching me on my property swaying and smiling with a jamming device in his hand now I ran into my home first for safety secondly to see if I caught him on the cameras and ironically there is 10 minutes of footage completely gone, when his son threw a ball at my house just this past Saturday footage is missing, this morning I go to check our files from last night and all of our camera files have been wiped away, not only does he have a jamming device but spyware has been placed upon my two son's my partner and myself, he is able to access our emails, texts, phone calls and god knows what else,

PLEASE HELP US

(b) (6)

(b) (6), Trevose Pa. 19053

(b) (6)

---

**Ticket: # 925458 - neighbor using a wifi jammer to interurp my wifi and ip security cam**

**Date:** 4/21/2016 9:55:52 AM

**City/State/Zip:** Greentop, Missouri 63546

**Company Complaining About:** Mark Twain Rual Telephone Co.

---

## **Description**

every day my neighbor at (b) (6) Greentop Mo 63546 apt 19, has jammed my wifi and knocked down my security cam along with my wifi on all devices using it , phones tablets computers. I thought at first I just needed to add a range extender and switch channels no good actually caught him doing it this morning with my phone right beside his apartment knocked out my wifi then he quit for a bit and did it again, also after coming back to my apt around the corner and at the end of the building, I came inside to send this complaint and he did it again and again while I was typing this very letter. I have a disabled women living here and we depend on our internet for a lot of things , this has gone on for months I have video with the time and date stamp changed from him jamming and he knows what he is doing he will wait when we leave till we come back and see us pull in and jam the cam and wifi. he has knocked out or tv, on more than one occasion, as a matter of fact I have a 42 in flat screen that had to be taken to the shop for repair, and I belive because we had a roku hooked to it that we may find it was damaged by his jamming Also have reported this man to my internet provider, they say they have no idea how to even check for this.

---

[Ticket: # 926760 - interference](#)

**Date:** 4/21/2016 5:25:42 PM

**City/State/Zip:** Rochester, New York 14607

**Company Complaining About:** Frontier Communications

---

### **Description**

My neighbor that lives up above me in apartment 17-0 is constantly causing interference with my computer Frontier has done everything they can to try to solve the problem they have sent out technicians, changed my WiFi password several times, and sent a new,modem but this guy is using some type of high powered equipment or a jamming device because he is still able to interrupt my Internet service

---

[Ticket: # 927419 - internet jamming](#)

**Date:** 4/22/2016 4:30:51 AM

**City/State/Zip:** Alhambra, California 91803

**Company Complaining About:** AT&T

---

## **Description**

I've been reporting this for awhile now and nothing has changed. The jamming moves from provider to provider which leads me to believe that it's one of my neighbors. First it was my cell phone data now it's my wifi, from att data to sprint data and now att uverse wifi. Can I get some help please. TY

---

[Ticket: # 929995 - Jamming](#)

**Date:** 4/23/2016 6:39:56 PM

**City/State/Zip:** Las Vegas, Nevada 89104

**Company Complaining About:** Sprint

---

## **Description**

Topic: Jamming Cell Phones and GPS Equipment is Against the Law

I believe Treasure Island and Mirage casinos are blocking/jamming internet receiving and sending transmissions.

These casinos are located on Las Vegas boulevard in Las Vegas NV.

---

[Ticket: # 930709 - yahoo not blocking porn from my email that I have requested blocked](#)

**Date:** 4/24/2016 10:12:26 PM

**City/State/Zip:** Oklahoma City, Oklahoma 73103

**Company Complaining About:** Cox

---

## **Description**

I was hacked in my email about 18 months ago ... all these porn sites are filling my spam folder... they are email messages without a way to unsubscribe.. I have to go thru my spam folder in case something important is going there... I am using yahoo's blocking system but it doesnt block them I am getting hundreds of them ... all they do is send them to spam ... I dont want to know what "cucumber girl" can do with it ... I dont need to open the email the headlines are enough ... Im sick of it ... I have sent a similar complaint to you before and you didnt do anything ... what is someone to do ??

---

**Ticket: # 930770 - Unwanted Text Pessages Blocking access to other messages**

**Date:** 4/25/2016 12:09:22 AM

**City/State/Zip:** Pembina, North Dakota 58271

**Company Complaining About:** Shaw Cable

---

**Description**

Your attention is drawn to the FCC website which severely limits what NextPlus is doing by blocking access to my messages.

[https://consumercomplaints.fcc.gov/hc/en-us/requests/new?ticket\\_form\\_id=38824](https://consumercomplaints.fcc.gov/hc/en-us/requests/new?ticket_form_id=38824)

Someone at NEXTPlus is harrassing me and my ability to log on or use my TextPlus account and app.

There is a message on my textplus app from "nextplus" directing me to sign or login to "nextplus" and blocking access to my "TEXTplus" messages. Since last week.

I am not now nor will I ever be interested in anything from Nextplus. I will not create a login nor will I sign in to any org obnoxious enough to attempt to Block me from access to my messages app by requiring me to setup a NextPlus account.

I will report it as harrassment and will request that my IP which serves over 1 million shut out all messages to or from this website.

This is also an official request to the Federal Communications Commision to command that you remove this requirement, and message and cease and desist this deplorable practise in contravention of their rules.

(b) (6)

I heve made several requests and none have resulted in any help whatsoever.



---

[Ticket: # 931574 - Collecting personal contact information by blocking access to text message app .](#)

**Date:** 4/25/2016 1:42:32 PM

**City/State/Zip:** Pembina, North Dakota 58271

**Company Complaining About:** Shaw Cable

---

## Description

##- Please type your reply above this line -##

This ticket (#930770) has been updated.

FCC Consumer Complaints (FCC Complaints)

Apr 25, 11:55 AM

Hi (b) (6)

Thank you for your submission. Your complaint provides the FCC with important information we can use to develop policies to protect consumers, remedy violations of the Communications Act, and encourage future compliance with the law.

The FCC appreciates the information you've shared with us. It appears that the Federal Trade Commission will be better able to assist you.

We urge you to contact that agency about this matter.

Please go to the Federal Trade Commission's Consumer website at <http://www.consumer.ftc.gov/>. You can review educational materials or file a complaint.

As such, no further action is required by the FCC. Your complaint was closed as of today.

(b) (6)

Apr 25, 12:09 AM

Your attention is drawn to the FCC website which severely limits what NextPlus is doing by blocking access to my messages.

[https://consumercomplaints.fcc.gov/hc/en-us/requests/new?ticket\\_form\\_id=38824](https://consumercomplaints.fcc.gov/hc/en-us/requests/new?ticket_form_id=38824)

Someone at NEXTPlus is harrasing me and my ability to log on or use my TextPlus account and app.

There is a message on my textplus app from "nextplus" directing me to sign or login to "nextplus" and blocking access to my "TEXTplus" messages. Since last week.

I am not now nor will I ever be interested in anything from Nextplus. I will not create a login nor will I sign in to any org obnoxious enough to attempt to Block me from access to my messages app by requiring me to setup a NextPlus account.

I will report it as harrassment and will request that my IP which serves over 1 million shut out all messages to or from this website.

This is also an official request to the Federal Communications Commission to command that you remove this requirement, and message and cease and desist this deplorable practice in contravention of their rules.

(b) (6)

I have made several requests and none have resulted in any help whatsoever.

This email is a service from FCC Complaints. Delivered by Zendesk  
[1VQV6Q-GKLN]

---

[Ticket: # 935551 - Comcast blocking Hbo](#)

**Date:** 4/27/2016 4:11:22 AM

**City/State/Zip:** Winton, California 95388

**Company Complaining About:** Comcast

---

## **Description**

I am sure you are well aware of comcast blocking Hbogo on ps4. I have comcast subscription with hbo and high speed internet yet I can't watch hbo on my ps4. I thought the net neutrality rule was made to keep thing like this from happening. Yet its been over a year and nothing has changed.

---

**Ticket: # 935670 - Slow internet, drop outs and disconnects**

**Date:** 4/27/2016 9:01:22 AM

**City/State/Zip:** Shelby Township, Michigan 48317

**Company Complaining About:** Comcast

---

## **Description**

I have slow speeds, drop outs, and disconnects. Comcast keeps throttling my internet speed, and blocking web sites. They punt my modem and my VIOP device off. There was no service a couple of weeks ago when my internet came back it was working sporadically with slow speeds and drop outs. They sent a tech out and he claimed their signal was good that it was my equipment, they always do this. An hour or so after he left miraculously it was back up and working fine. They always blame my equipment and they try to get their foot in the door so they can charge me for a service call. This has happen about 6 times over the last few years. Miraculously my equipment goes back to working for months.

My internet is back to not working again. When I call about a problem they try to up sell me on more expensive service. It's a game. I have been denied good service for weeks, I can not make or take phone calls with my VIOP device, the calls are too choppy, they drop out and disconnect. The same happens with my internet. It's not my equipment, it's Comcast.

---

[Ticket: # 936418 - hacking](#)

**Date:** 4/27/2016 1:17:41 PM

**City/State/Zip:** Charlotte, North Carolina 28206

**Company Complaining About:** Charlotte Public Library

---

## **Description**

internet tampering of emails, also identity theft of my other id at penley that yahoo knows for a fact is compromised but won't do anything about it. That address is or was and reactivated may 2013 before being hacked and compromised stolen (b) (6) . blocking of communication

---

[Ticket: # 953123 - Greyhound online ticket purchase block today](#)

**Date:** 5/5/2016 2:49:36 PM

**City/State/Zip:** Sf, California 94102

**Company Complaining About:** La Law Library Computer (la, Ca)

---

## Description

FCC ADA & Veteran office & Fraud Dept & Audit & Enforcement,

Can you stop LA Law Library computers blocking my online ticket for Greyhound ticket this morning. I am trying for more than 1 hour at two different computer terminals. What company the library uses for internet services, I do not know. Or internet method.

For ID Theft see emails I sent from (b) (6) for FTC reference numbers & FCC reference numbers. I am disabled.

I have no way to buy a ticket other than use FREE Library computer for shelters in SF County. LA County has no shelter for ID theft & Housing fraud. This is childish Terrorist gangs trying to get my attention that I do not want to tolerate. Please assist me.

Also, Google has not opened my email accounts yet. I had another online sign up for Greyhound using my second email address for (b) (6) and it is asking to confirm for email sent to me 10 minutes ago. I sent online complaint to Google as well.

Further, do not give me black images with voices from my past relationship men. All they do is threaten me. This all started back in 2005 in Fountain Vally & Temecula CA. Please stop. I am doing just fine on my own which I have done all my life. I have no family, friend, & companion. Do not have to feel sorry for me. Like you did all my life.

No one is allowed to stay on any of my homes, properties, & shelters in CA that I am paying IRS, FTB, & BOE taxes for. No one is to attach my account at FTC or FCC or CFPB and this is fraud and ID theft. I do not feed or assist anyone with their financial needs that I am not a homeless center staff. Do not let homeless or illegals come after me. Bora Shu cannot stay at my property. Respect my boundaries and Hemet Superior Court in Hemet, CA restraining orders for (b) (6) defendant from March 2006 for case no. SWV002368. He has received a lifetime restraining order for attempted murder, kidnaping, lying for forgery as biological father, injuries, rape, & ID theft with bank account stealing. He even tried to change this case number in 2010 with court represented by (b) (6) as judge & ID fraud with forgery from the court. (b) (6) is not a plaintiff. Mr. (b) (6) and (b) (6) tried forgery. This was harassment & I want their communications investigated for attempted murder.

---

[Ticket: # 963143 - Blocked internet wifi public access](#)

**Date:** 5/7/2016 12:35:58 PM

**City/State/Zip:** Snow Camp, North Carolina 27349

**Company Complaining About:** ?

---

## **Description**

PIIn Alamance county N.C. The libuaries, schools and other government offices seem to have blocked all access to public wifi. You can pull into their parking lots and there's no signal or it is blocked. I can drive to neighboring Gillford County and Chatam County or Orange County, and there are no problems. Being Im from Alamance County I'm sure this has something to do with blocking out certain people or a lack of concern for the general public. In other words the privileged look after themselves here.

---

[Ticket: # 964919 - wifi interference or possible wifi jamming](#)

**Date:** 5/9/2016 8:17:53 AM

**City/State/Zip:** Willowick, Ohio 44095

**Company Complaining About:** Time Warner

---

### **Description**

there seem to be excessive wifi interference or jamming in high rise apartment resulting in low wireless speed of 2 -52 mbit depending on which day the worst days are weekends the wired side run fine and not caused by cable company i have tested the same wifi router at different location with good speed of 100-300 mbits i need the matter resolve because its affecting my wireless devices such as ipads,laptops and tvpc sticks



---

Ticket: # 969758 -

**Date:**

---

---

**Ticket: # 975600 - Comcast Xfinity blocking access to HBO Go on Playstation 4.**

**Date:** 5/12/2016 7:56:14 PM

**City/State/Zip:** Albuquerque, New Mexico 87109

**Company Complaining About:** Comcast

---

## **Description**

Having spoken with several representatives of HBO and Comcast Xfinity, I have been told that Comcast is exclusively blocking access to HBO Go on Playstation 3 and 4. They permit access on XBox and XBox One, but are actively blocking Sony Playstations.

This is absolutely unacceptable, as I pay for Internet and HBO, and have been informed that I cannot stream on a gaming system that has the capability. I have been informed by HBO that a huge number of other internet suppliers permit access, but Comcast does not.

---

**Ticket: # 978560 - AT&T throttling based on device and data capping****Date:** 5/14/2016 2:35:53 PM**City/State/Zip:** Brinkley, Arkansas 72021**Company Complaining About:** AT&T

---

**Description**

AT&T has selectively blocked ports in order to reduce internet usage by media devices and gaming consoles. This is in direct violation of FCC regulations of Net Neutrality regarding unfair and illegal practices in limiting internet access based on device and damages the service used by customers who consistently and legally consume television and media using the internet. When I called to address this issue, AT&T attempted to sell me U-Verse and DIRECTV products and would not answer any questions regarding the data cap recently imposed other than it is 250GB/month and that they would "email if you reach 65% of your data cap." When transferred to a specialist, they indicated that it would be raised "to 300GB or 600GB per month" but never indicated when or how long and refused to answer questions regarding the nature of the data cap which is another violation of transparency as set by the FCC. Direct quotes from customer service representative "We checked with the FCC and they approved this data-cap before we sent it out". I asked what was their reasoning and why did they approve this and he said, "I can't tell you that but rest assured the FCC approved this." In addition to capping, AT&T has been selectively throttling game consoles and then charging customers a fee (via a third party called "AT&T Connect" to fix the issue created by the companies selective port blocking (\$49.99 one time fee or \$14.99 a month). This is known as a "scam" and yet another FCC violation. When trying to fix the issue, multiple CSRs attempted to transfer me to AT&T Connect and would not or did not disclose that this was a third party nor that it would cost the customer. When directly asked about this policy, AT&T refused to answer and I was repeatedly instructed by the CSR to hire a lawyer to contact their legal team because they would not answer any questions about their FCC violation or their policies. She directly admitted this was a legal issue. The CSR continually responded that they would need a subpoena before they would engage in this conversation. This tells me they are aware of their violation and they are endorsing a legal grey area. The CSR said specifically that the "FCC mandated the data caps" which I cannot believe is a true statement. Nor could I verify this statement as I was continually directed to contact the legal department of AT&T (though they would not give me an address or phone number to contact).

AT&T is engaging in multiple FCC violations -- open internet, transparency, and throttling based on device which hinders the legal consumption of media.

Transcription of mailer:

"Updates to Internet usage allowances

Beginning on May 23, 2016, we will be increasing the U-verse(r) Internet data allowance for many customers. After a grace period, and as our agreement provides, there's a \$10 charge for each 50GB of data you use over the allowance amount. The maximum overage charge will be \$100/mo. If you choose to bundle your U-verse Internet with DIRECTV(r) or U-verse TV you will be provided an unlimited Internet data allowance with a \$30 value at no additional charge, as a benefit of bundling. Or if you choose, an unlimited allowance is available for purchase as an optional bolt-on to your Internet service for an additional \$30/mo.

After May 23, 2016, log in to you account at [att.com/myatt](http://att.com/myatt) to find helpful tools to view your data usage. Questions? Go to [att.com/internet-usage](http://att.com/internet-usage).

Thank you for being a loyal U-verse customer,

AT&T"

---

[Ticket: # 979329 - Internet advertising that prevented me accessing my own Internet provider](#)

**Date:** 5/15/2016 4:18:20 PM

**City/State/Zip:** Washington, District Of Columbia 20016

**Company Complaining About:** Comcast

---

## **Description**

In recent days, X-finity Wi-Fi (Comcast) has been blocking my access to my own internet service provider (Verizon) with unwanted advertising of its services. X-finity made itself my default Internet provider with almost full-screen ads promoting its services. There was no option on the advertising screen to reject those services and, when I closed the advertising window, I was still cut off from my own Internet service and the unwanted X-finity ad would come back again and again and again.

I called X-finity and, after half an hour's wait, reached a Customer Service representative who said they could stop the problem if I gave them my computer model number. I gave them the number but also told them that I couldn't understand how they could stop my problem with a computer model number that I share with many thousands of other users of the same computer model.... However, that ridiculous "solution" was all they had to offer and, of course, it didn't work.

Eventually, I solved the problem with my own Internet provider, Verizon.

I think it is very wrong for Internet providers to be able to block consumers from accessing their own Internet service (for which they are paying) with unwanted advertising. And they should not be allowed to effectively force consumers to buy the unwanted service by providing no escape route from the unwanted service. They are effectively stealing from people like me who have selected an Internet provider and are already paying for service. Please tell X-finity to stop this dishonest and despicable marketing practice immediately.

---

**Ticket: # 979576 - ISIS Manufacturing of terrorism in California FBI is defective.**

**Date:** 5/15/2016 10:08:48 PM

**City/State/Zip:** Simi Valley, California 93063

**Company Complaining About:** Cia Fbi Iana Fcc Nsa

---

## Description

I am reporting that the FBI is fraudulent in United States of America. A division of the CIA self proclaimed as the Secret Service. Hey Northridge brain link was used to relay top-secret information about A facility in Southern California that was used to manufacture terrorism. The top secret facility was described as a Spy Site in Northridge California, and a second node Spy Site location located above Bel Air off of Mulholland. An agent described the location used the manufacturing of terrorism was being manufactured from as a airtight room with a lime green floor that was illuminated from behind that can change colors the current and only color that I've known into display has been green. An agent describes to many of these rooms are located side-by-side and at i have head things from next door or down stairs. When I asked an agent why I was program to pick up an object like a weapon they informed me they were instructed to do so. This is the same location manufacturing a synthetic form of schizophrenia that is been falsely reported as a stabbing conducted by Isis. The same location using the same brain link at Northridge educated me to stab people Internet with car keys and I did not. This same Northridge brain link is responsible for manufacturing and synthetic form of schizophrenia that (b) (6) of Simi Valley experience during a stabbing. The America military is blocking my communications to CNN news and the Authorities. They are violating my freedom of speech and my Constitutional rights. i have a Ticket number from a complain being processed on a related matter from the IANA and FCC as well as reported to the FBI and the CIA.

The Brain link used in the manufacturing of terrorism that was reported by an Agent to be known as the "Northridge Brain link." the Northridge brain link was also used to defend myself resulting in injury of an Agent during a synthetic and electronic schizophrenic terrorist attack during the time I was incarcerated at a Ventura detention center. The miss use of this system included the manufacturing of know terrorist (b) (6) of Simi Valley and (b) (6) being used to exercise a known installation of synthetic schizophrenia to stab multiple potential affiliated gang members or potentially innocent people caught in the wrong change. Agents since then have identified two locations addressed as Northridge and Mulholland correlates to Harris Corp. It was while my brin was connected to the Northridge brain link when multiple agents described the location. I have interviewed (b) (6) and (b) (6) as it appears neither have knowledge of how they were miss treated and missed by the FBI in SIMI VALLEY. I am reporting that the FBI ANTI TERROR TEAM IS IN CONTEMPT OF THE LAW AND MULTIPLE KNOWN MANUFACTURED CASES OF SCHIZOPHRENIA or NON ISIS RELATED BUT THE STABBING OF ISIS WERE MANUFACTURED THE SAME WAY AS (b) (6) STABBING and the Shooting of (b) (6) finger. within Simi Valley. instances include many others correlate to Canada Schizophrenia stabbing. (b) (6), Myself, (b) (6) (help him please he got stuck by the military in a shitty roll to displace this mind control conspiracy on the use and side effects of Narcotics., (b) (6) (Shootings, Armred Robbery, Home Invasions), (b) (6) (Invasion), (b) (6) who attacked me with a Machete (b) (6) (who stabbed others), (b) (6), (b) (6), (b) (6), (b) (6), (b) (6), (b) (6)

---

(b) (6) PORN STAR, (b) (6) ACTOR, Ronald Ragan, Nancy Reagan, (b) (6) BILLIONAIRE, (b) (6) AMBASSADOR, (b) (6) PRODUCER, (b) (6) PORN STAR, (b) (6) PORN STAR, (b) (6) SYNTHETIC KLEPTOMANIA, (b) (6) METH PORN, (b) (6) (of Ireland) Pro-Tech Systems Inc. (b) (6) of Bel Air Customer of Media Home Theater. (b) (6) Ott Sr., (b) (6). (b) (6) and (b) (6) Actor Porn and Domestic Sex Addics. (b) (6) Shaved head, (b) (6) Actor, (b) (6) (Programed Suicide) (b) (6) (Darpa Disaster) DAPCI and the use of synthetic kleptomania at DAPCI as was used by the CIA in BEL AIR and Greater Los Angeles to accomplice at least 2 residential burglaries. One being a customer account of Pro-Tech Systems Inc. and Audio Visual Experience and the other as reported previously as (b) (6) Bel Air Robbery. Correlate to NSA mind control doc search in the United Nations Search Engine aprox 2 years ago

Here is a picture of what a Clandestine Operation did using unregulated government radio communication of the electromagnetic spectrum.

Correlate to FBI report of ISIS manufacturing terrorism and Salinas FBI blotter collage Campus Terror Investigation, (b) (6) of Bel air and Ambassador (b) (6) pursuit of political aims, UK. GOV emailed about this issue and the targeting of Pro-tech Systems Customer Affairs and Media Home theater, Sound and Vision Systems Of Simi Valley, Notified the United Nations of Ungovernment radio communications used to manufacture terrorism and ISIS in America and CANADA at a top secret location using a Northridge Brain links to Manufacture Terrorism (b) (6) and others. Facility location described as Northridge and Mulholland Above Bel Air. correlates to Harris Corp. Agents at harris corp described the facility where terrorism is manufactured in America as a facility with a illuminated lime green floor where I witnessed via Synthetic Telepathic viewing of an agent being injured and may have been killed by blood loss and asphyxiation on the green floor which I reported to Cert@cert.org The Department of Home Land Security. IANA Reference numbers #886044, #904476, #889484, #886270

---

[Ticket: # 980032 - blocked e-mails](#)

**Date:** 5/16/2016 11:19:25 AM

**City/State/Zip:** El Paso, Texas 79902

**Company Complaining About:** Content-filter At Ecb-mx-in2.episd.org

---

## **Description**

An agency that calls itself Content-filter at ecb-mx-in2.episd.org is arbitrarily blocking my e-mails. No permission was given by myself for this agency to block my e-mails.



---

[Ticket: # 988380 - Personal wifi Hotspot blocking](#)

**Date:** 5/19/2016 11:43:29 AM

**City/State/Zip:** Kansas City, Missouri 64154

**Company Complaining About:** Cleveland Convention Center

---

## **Description**

The Cleveland convention center is blocking multiple wifi Hotspot. I took video and pictures to prove it. Their website even says they do this... I tried to find on site staff to discuss this issue but no one would see me.

---

**Ticket: # 992473 - Electronic Harrassment electronic rape**

**Date:** 5/21/2016 10:34:09 AM

**City/State/Zip:** Dickson, Tennessee 37055

**Company Complaining About:** AT&T

---

## **Description**

I am being electronically harrassed and gangstalked by some petty thugs illegally in Dickson, Rutherford, Humphreys, Cheatham, Stewart, Houston and Wilson counties. They have threatened my 6yr. Old child's life, my grandfather, my mom, brother and sister. They threatened to turn my wife to prostitution, and they have been electronically coercing her and threatening her until they got her to just give up and just do what they tell her, she is so scared. They told her they are with the Gangster Disciples, The Dixie Mafia, The Crips, The Bloods, The Vice Lords, and that they are a coalition team drug and prostitution syndicate ring. They are using hacking, remote device controlling, privacy invasion, identity theft, coercion, manipulation, extortion, brainwashing, mind control, synthetic telepathy, directed energy weapons, cointelpro, spoof calls, spoof Internet networks, rerouting calls, ending calls, jamming signals and frequencies, and port scanners to harrass, gangstalk, extort, identity theft, human trafficking, mentally breaking down women and using mind control, to force them into sex slavery!!! They are running a discreet drug, identity theft, extortion, coercion, mind control sex slavery, human trafficking, and prositution ring, in our local counties. These people are robbing homes with high tech security systems, without detection, using electromagnetic pulse, directed energy weapons, radio frequencies, signal and frequency and carrier wave jammers and some kind of resonance. They are trained by an ex military or active military guy named Jason Spano. They know about rife machines, and orgone generators. Orgone generators and rife machines turn your "Chi" natural body energy up and your sacral chakra open and they make your sexual hormones rage, and they use electromagnetic pulse and telepathic sex simulators, to make the females very horny and cloud their judgement similar to date rape drugs, and then they use the EMP to force penetrate and electronically rape the females, until they are desensitized, and emotionless to sex, and they emotionally strike fear in them to make them not resist or go to authorities for help from being electronically raped!!!! That's what's being done to my wife, (b) (6), and she is being told to not say a word, or her husband, (b) (6), our child, (b) (6), or the rest of our family, will be killed. She is becoming emotionless and being brainwashed using this mind control, synthetic telepathy, directed energy weapons, and electromagnetic pulse. I am pleading for my family, and for the safety of my child and wife. I could handle it by myself, but it would not be the best outcome, for my daughter, who is 6yrs. Old. They have threatened to burn our house down in the middle of the night, with our family and kids in it. To kill all of us and to humiliate us all over town, etc. These people are the scum of the earth, and do not deserve any sympathy, or plea bargains when they get arrested. They wreak havoc in my city, and terrorize the weaker people, gangs, groups, and criminals. They have inside connections to the 23rd District Drug Task Force, DEA, TBI, ATF, FBI, and probably other agencies I do not know about. They are terrorizing our family along with one of my own family member, my cousins, (b) (6) which is a Gangsters Disciples, and (b) (6), that is a drug addicted junkie, and a thief. They are paying him in dope, to help assist them, gather information on the rest of my family, and not say anything to anyone, about what is being done. A few of them, snuck to my home and pounced on me out of nowhere, and stabbed me in the neck with a syringe full of something that made me pass out, unconcious, and my cousin (b) (6) stood there, to not even defend me, or help me, then I woke up with blood dripping from the backs of my arms, top and back of my head, and

stomach. The ones that did this is (b) (6) Dies, (b) (6) Dies, (b) (6), (b) (6)

[REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]. They are emotionless and care free, for anyone else's feelings, or regard for human life. They electronically harrass me and my family, and threaten my 6yr. Old child, my grandfather, my brother, sister, and parents. Then threaten to prostitute my wife out into human trafficking sex slavery, and used for prostitution. These people are ruthless, evil killers. Please put a stop with them. They are big time drug kingpins, and involved in prostitution rings, gun running, drug trafficking, alcohol smuggling, extortion, and identity theft ring.

Please get the right agencies involved and help my family with this matter. Thanks. SINCERELY,

(b) (6)

---

**Ticket: # 997506 - Blocking digital NYTimes**

**Date:** 5/24/2016 1:54:07 PM

**City/State/Zip:** Walnut Creek, California 94595

**Company Complaining About:** Earthlink

---

### **Description**

My NY Times account includes digital issues of the paper, 7 days a week. I have not been receiving anything from NYT so I called to see if there was something wrong with my acc't and was told the some internet providers were blocking the paper. This is outrageous!!! Please, please investigate!

---

**Ticket: # 1001451 - 314-650-5403**

**Date:** 5/25/2016 3:03:52 PM

**City/State/Zip:** Florissant, Missouri 63033

**Company Complaining About:** Directv

---

## **Description**

Hello, I believe that my next door ((b) (6) ) neighbor is using some sort of signal jamming device to interfere with my household's security cameras. Neither he or most of the cars that frequently visit his house are recorded by our security system, yet they pass by a camera in our driveway to get to the neighbor's house.

Also, our Internet service is periodically interrupted whenever one of the suspects' cars pull up, knocking us off our own network and either opens or closes their doors.

---

**Ticket: # 1002882 - data speed / internet service**

**Date:** 5/26/2016 10:31:43 AM

**City/State/Zip:** Saint Paul, Minnesota 55119

**Company Complaining About:** T Mobile

---

## **Description**

Hello, my name is (b) (6). I am writing you based on the service I am get from t-mobile. I am unsatisfied with the service I am being provided. I am a victim of throttling and blocking,etc. My data speed is being slowed down no matter what data plan i chose. My calls are being blocked. I can't call certain people from my line. I have not agree to participate in any studies and is not understanding what is going on with the service i am being provided. My phone has also been hacked and i am having troubles with getting t-mobile customer representative to unhack my service. They refuse to untamper my phone. My phone randomly cuts of. My ring don't work from time to time. When using my apps they error. I want my service look into. I will get back to you soon. Thanks for your time.

---

**Ticket: # 1003147 - Caesars palace jamming MIFI**

**Date:** 5/26/2016 11:59:20 AM

**City/State/Zip:** Eastvale, California 92880

**Company Complaining About:** Verizon Wireless

---

### **Description**

I believe Caesars palace in Las Vegas Nevada is jamming use of personal hot spot (mifi) from being used in rooms in an effort to capitalize on their own wifi access points.

---

**Ticket: # 1013877 - MACKEEPER VIRUS/MALWARE**

**Date:** 6/2/2016 11:08:52 AM

**City/State/Zip:** Bellingham, Washington 98226

**Company Complaining About:** Comcast

---

## **Description**

My computer is daily being hacked by the Mackeeper attacker virus/malware. In recent weeks, it has attempted to access my system and files. I have erased history/cookies to no avail. The Norton Protection system used by Comcast is ineffective. Blocking popup ads doesn't work because all other sites use cookies and won't allow access if they are blocked. (b) (6) is now using the terms Safari and Apple illegally as names to allow access around virus protections. This predator must be stopped.



---

[Ticket: # 1015725 - Internet blocked](#)

**Date:** 6/3/2016 1:51:41 AM

**City/State/Zip:** Greenwood, Indiana 46143

**Company Complaining About:** Verizon

---

### **Description**

The TJ Fridays in the Sams Town Casino in Las Vegas is blocking my Verizon service to force me to use their service.

---

**Ticket: # 1016375 - Wifi frequencies being jammed by Comcast**

**Date:** 6/3/2016 12:16:48 PM

**City/State/Zip:** Atlanta, Georgia 30324

**Company Complaining About:** Comcast

---

## **Description**

The issue with the "xfinitywifi" public hotspots that are in all current Comcast router/wifi combo boxes, labeled "gateways" by Comcast. Comcast rents these boxes to customers and the customer sets up a WiFi network. The problem is the box is also broadcasting a separate network called "xfinitywifi" simultaneously on multiple frequencies and also on the same 2.4 GHz frequency as the consumers WiFi network. In a dense setting like an apartment or condo building for instance where I live (Comcast being our only cable internet option) there are around 15-20 "xfinitywifi" signals being broadcast along with another 20 customer WiFi networks and it's completely jamming the airspace.

Comcast claims that the customer can turn off the "xfinitywifi" network but that is only a half truth. All the customer is really turning off is the broadcast of the SSID or network name. The signal is still being broadcast, and although hidden, it interferes with all nearby networks using that frequency causing slow WiFi speeds and disconnects.

Personally my usability of WiFi in my home has been drastically limited by this interference, there are no free frequencies and they are all being broadcast on top of each other.

The solution to this is regulation of this side network "xfinitywifi" when it is being used in a dense setting like in urban buildings and apartment complexes. Comcast should not be allowed to jam every 2.4Ghz frequency for their own goal of building a large rentable by the day WiFi network at the expense of those who actually live in the areas where it is deployed.

---

**Ticket: # 1019117 - Service provider's spam filter blocked a safety-related product recall notice**

**Date:** 6/5/2016 8:20:45 PM

**City/State/Zip:** Wilkes Barre, Pennsylvania 18702

**Company Complaining About:** Verizon

---

**Description**

I found the following product recall notice in my Verizon/AOL (mail.aol.com) spam filter. Verizon has known for years that its incoming and outgoing spam detectors block legitimate E-mail, and not blocking an E-mail from an E-mail address like recall@samsclubrecalls.com should be common sense. I regard this incident as particularly serious, though, because I have this product in my home and have been eating it; I luckily found the notice in the spam filter, or I would still be eating it. Here is what Verizon/AOL blocked as "spam" ("Interference" seems like the closest related topic, I mean interference with legitimate E-mail communications by my service provider).

=====

Recall message from Sam's Club

June 2, 2016

General Mills Inc. - Nature Valley Simple Nut Bar

Dear Sam's Club Member:

Today, we were notified that General Mills Inc. has initiated a Class I Recall of Nature Valley Simple Nut Bar due to an ingredient, sunflower seeds, in the product potentially being contaminated with Listeria.

General Mills has asked us to recall the below product sold since May 1, 2015.

UPC Number Primary Description Affected Lot Codes

0001600041308 NATURE VALLEY

SIMPLE NUT BAR 16CT All Product

If any of this product is still in your possession or inventory, we request you return the product to your local Sam's Club for a full refund. If you have resold any of this product, we request you contact your customers and notify them of the withdrawal.

At Sam's Club, we adhere to strict quality assurance controls and work with our suppliers to ensure that we provide you with quality products. The supplier is cooperating fully with the Food and Drug Administration to resolve the issue.

Your prompt action to this notice is recommended and strongly encouraged. General Mills Inc. recommends consumers with any questions or concerns about this recall to contact their consumer hotline at 866-896-4365.

We apologize for any inconvenience and look forward to meeting your needs in the future.

Sincerely,

Frank Yiannas  
Vice President of Food Safety

---

**Ticket: # 1022263 - Comcast Browser Injection Complaint**

**Date:** 6/7/2016 11:03:13 AM

**City/State/Zip:** Seattle, Washington 98122

**Company Complaining About:** Comcast

---

**Description**

I have two complaints against Comcast.

1.) Comcast has been acting in a monopolistic manner by not providing promised speeds and repeatedly calling to advertise new products despite requests to cease and desist.

2.) Comcast has been injecting code into my applications on various devices, blocking interaction and usage of third party sites with a required "Notice". This notice forces me to sign in and acknowledge a crime I didn't commit or pay a fine to have it contested by a biased and private third party.

---

[Ticket: # 1028263 - IPv6 Blocking](#)

**Date:** 6/9/2016 3:43:05 PM

**City/State/Zip:** Fullerton, California 92835

**Company Complaining About:** Netflix, Hurricane Electric

---

### **Description**

Netflix is now blocking IPv6 traffic using Hurricane Electric's service. This is a legitimate service and it should not be blocked.

---

**Ticket: # 1038012 - Centurylink randomly blocking all outgoing TCP/IP ports except 80 and 443**

**Date:** 6/15/2016 1:47:23 PM

**City/State/Zip:** Santa Fe, New Mexico 87508

**Company Complaining About:** Centurylink

---

## **Description**

Centurylink has been randomly blocking all outgoing TCP/IP ports on my internet connection with the exception of 80 (HTTP) and 443 (HTTPS). This occurs 10 to 20 times a day for all devices on my home internet connection. These blocks usually last 15 to 30 minutes. Existing non-HTTP connections are typically preserved, but any new non-HTTP connections time out. This has the effect of disabling things such as Flash video, VOIP, and POP/IMAP/SMTP email, etc. I have been testing when the port blocking occurs using the telnet command line utility, example:

```
telnet pop.gmail.com 995
```

I have contacted their support but they have denied any such behavior and refused to investigate it further.

I have discovered the port blocking can be temporarily resolved by power cycling my DSL modem, but the blocking again occurs within a few minutes once the internet connection is restored.

I will be setting up a 24/7 automated script to detect and log exactly when this port blocking occurs.

---

**Ticket: # 1039364 - Comcast Blocking Company Email**

**Date:** 6/16/2016 7:56:21 AM

**City/State/Zip:** Wayne, Pennsylvania 19087

**Company Complaining About:** Comcast

---

## **Description**

Dear Sir or Madam,

I recently discovered that Comcast began blocking my company's email from its system over the past month. We found this out when people informed us that they did not receive our emails. I cannot even send an email to my home Comcast email account. We have contacted Comcast in order to get this resolved. To date, despite our efforts, this issue has not been resolved. We know that neither other commercial companies nor services like Gmail have an issue with our emails. We wish to have Comcast unblock our company so that we can correspond with our customers. As we are a financial services company, this can impact customers in an adverse manner and harms our company.

Thank you for your prompt attention to this matter.



---

**Ticket: # 1039739 - RE: [FCC Complaints] Re: Blacklisted IP Address**

**Date:** 6/16/2016 11:37:40 AM

**City/State/Zip:** Antelope, California 95843

**Company Complaining About:** Comcast

---

## **Description**

This is a follow-up to your previous request #784922 "Blacklisted IP Address"

To Whom It May Concern:

I received a voicemail late on Friday to contact Comcast Security Support. I have called them 3 times this, only to be disconnected twice.

The last person I spoke to indicated someone from Comcast Regulatory Support will be contacting me in the next day or so?

No one has contacted me nor left any voicemail.

Please recognize that at this point Comcast does NOT deny:

1. IP Address was Blacklisted prior to my receipt

2. A known IP address was issued to me via DHCP

3. This issue can be resolved via readily available tools - if I am the owner of the IP

(HOWEVER, I AM NOT THE OWNER, COMCAST IS) –or- if I sign up for their business solution which offers a static IP address (I would have to bear the costs of course)

4. COMCAST refuses to resolve the problem indicating that this is beyond their responsibility?

Consider:

according to seopler.com ( <https://www.seopler.com/ip-blacklists/> )

### Blacklist removal

If an IP address has been blacklisted there are some steps that can be taken to have the IP address removed. In the first instance check to find out whether the IP address blacklisted is under your authority. If you know without certainty that the IP address under your authority is not being used to deliver spam or host illicit content, you can access the blacklist removal pages furnished by most IP blacklist operators, and ask them to remove the IP address from their list.

Having a reputable e-mail address in an electronic world is as important as having a reputable business reputation in the business world.

With the right actions you can hopefully avoid the pitfall of having your IP blacklisted and maintain that imperative electronic reputation.

according to Wikipedia: ( [https://en.wikipedia.org/wiki/IP\\_address\\_blocking](https://en.wikipedia.org/wiki/IP_address_blocking) )

### IP address blocking

IP address blocking prevents connection between a server or website and certain IP addresses or ranges of addresses. IP address blocking effectively bans undesired connections from hosts using affected addresses to a website, mail server, or other Internet server.

Yes this has an impact on my use of email to communicate with potential customers and contacts. Reputation, or lack thereof, can result in messages being blocked for delivery.

Originally this FCC complaint was initiated in February of this year, it is now June. Apart from the fact that Comcast has me jumping through hoops to contact them only to be

told that nothing can be done, nothing has/is being done.

Neither have I spoken to anyone at Comcast that can deny or offer any tangible proof that this not their responsibility, to the contrary they acknowledge that this is a known issue?!?!

Lastly, I have NOT received ANY WRITTEN INFORMATION FROM COMCAST WHATSOEVER. This is contrary to notices I have received from the FCC indicating I will hear from Comcast (in writing within xxx days) in the very near future !!!

Not Satisfied?:

I maintain that the FCC Commission's Rules are antiquated and do NOT reflect the current state of the internet industry in whole or part. It is the consumer that is punished by the lack of acceptance of the issues at hand and deny rightful administration of due process.

Respectfully,

(b) (6)

---

**Ticket: # 1043464 - internet**

**Date:** 6/18/2016 5:58:45 AM

**City/State/Zip:** St. Mary's, Alaska 99658-0171

**Company Complaining About:** Gci.com

---

## **Description**

GCI.com, the internet service provider serving rural Alaska such as the village I live in, St. Mary's, Alaska, where transportation into and out of the village is by plane, boat, and in winter time snowmachine, we are being price gouged and served indiscriminantly by technicians that monitor our logon time. The lowest subscription rate with their service is \$29.99 a month, with 5 megabyte downloads/uploads total per month, which is not very much, being that logging on and checking email or bank accounts eats up alot of the data in a short time, browsing the internet a few minutes at a time uses up alot of the limit time, too. Because of the over usage per month, I have limited my daily uses online to 3 days a week (for at least a couple years now), even then I usually get blocked when my 5 megabytes are used for the month. Using software that monitors upload/download usages does not usually add up to what monthly uses they charge us with, even with the P.C. software such as window's 'task manager' that shows total megabytes used doesn't add up, too, they are usually below the 5 megabytes for the month. The internet service policy is to charge \$1.00 for every 100/200 Kilobytes over usage per month, but some of their technicians use their own policies, such as blocking internet connections to it's subscribers (such as myself) when we use our 5 mg's up for the month. Then we'd have to wait a few days to a week before the new month begins and we are able to use the online service again. Alot of the times, although it has somewhat lessened, my online usage would be blocked, or slowed down, with interferences, when playing timed games, such as board games use, limited minutes per game. I've filed complaints with IC3, too. When they'd (gci techs) see me pull up an IC3 complaint page, the slowdowns or blocks would become normal connections again. I called in the the technical center at gci.com last month, when it was evident my connection wouldn't be switched on again, until the new month started up, I'd have to wait a few days more until then. I asked the tech over the phone (a female tech) if my connection could be started up again, then be charged for over usage like it had been before but not being used anymore, for my connection at least. The lady explained, as far as I could undertsand, that their policy was to block subscription users if they had gone over the monthly megabyte limit, I asked if it could be possible to use the original policy that would charge for over usage. It looked like I wouldn't get anywhere with her, so I asked if she could send me the policy where it stipulated that when megabyte limits were met for the month the connections would be blocked until a new month begins. I gave her my gci.net email address (a GCI.com email address) that she could send the policy about megabyte limit blockages to me. She did send me a small note that sort of explained thet 'new' policy blocking over users. I intended to keep the email sent me for later use, but when checking my email later it had been deleted. My browser pages have been manipulated that my 3 main email pages, one is with google, that directs my incoming mail to the trash folder, everytime I check my google email I check the trash folder for incoming mail, then move the pertinent mail to my inbox folder, and 2 email letters I sent using gmail to another company here in Alaska, re-pops up in my incoming (trash mail) email, I usually have to move them to my inbox, too. It's totally unusual that email I sent out is sent to my incoming (trash) email again and again, like I am being sent a message, that my gmail is being observed, controlled by someone doing it; my msn outlook email page had me unable to logoff from it, the usual way to logging off from it was to click the icon that a pull down would appear to click on the sign off button, it happened that my logoff icon was disabled. to log off, I had to refresh the

outlook email page, while refreshing, before the hotmail page would load up, I would close it, that was the way I'd sign off from my outlook email page; in my yahoo email page, my spam mail would be disabled, so that when I wanted to delete the spam mail from piling up too much, I couldn't delete them, I'd have to spend alot of time trying to delete the spam, going over and over trying to delete them. Just recently my google gmail page has been reset (not of my own doing), and somewhat fixed that all extras I had not instructed and 'saved' to appear, had been cleaned and repaired (somewhat, there are still some problems included in the gmail page) somewhat fixed, so that the problem email page would not load up, where I'd have to sort through clearing them up and sorting the inbox mail into the right folder. Codes had been downloaded to my windows media player, disabling it for awhile, along with my online connection being blocked. I had to look into my registry, trying to make my media player to work again. It seems some don't like the music I play, or the dvds I watch, until, while not able to understand why I could not get the media player to work, and looking at it (the media player), it returned back to normal at the same time my online connection restored. There are some decent people (gci techs) who I believe correct some of the wrongs directed at me from there, while there are others who do their best to make my online experience be at it's worst. I would send complaint pages to IC3 like I mentioned before, explaining in one of my complaints to them "that I would send as many complaints to IC3, so long as my connections were interfered with". I had gotten a notice from them (IC3), that my limit for filing complaints had reached it's limit, and I was not able to file complaints anymore, so I had not sent any since, since around Feb./March 2016. I would not send any complaints about GCI.com problem services, if it weren't that they (GCI.com) hadn't received a subsidy from the federal govt., to expand their network that would include rural areas receiving broadband. It would be foolish of me to do so (send complaints about them, they knowing when and where I send email to), if it were not for the subsidy they received. Even I would know that, knowing how they monitor online connections, sending complaints about them would jeopardize my usage with them, they'd have been able to disconnect me from using their service, except for the subsidy. The times I've send complaints were the days and time of the day that the interferences occurred, like this mid-afternoon, and the weekend evening interferences, like today. It would be before, some years ago, when my P.C. would receive updates, as usual, excepting the big, tens of megabytes updates, just before completion, connection would be lost. Then I'd have to start the download update over again, being charged for the same incompleted re-download. It happened, or nearly happened today, I had a 90+ megabyte update download, when it was about 90% complete the P.C. connection was trickled down to a few kilobytes, enough to stay online, just barely. I knew they (the techs there) were up to no good again. I monitor my connection speed eveytime I'm online with them, I now know when interferences occur, that's why I've sent you this email today. I would not have liked to send a complaint, but I believe they are banking on me not sending one, that's why the interferences occurs. tnx for the time, and i hope understanding, john

---

**Ticket: # 1045086 - Internet Blocking****Date:** 6/20/2016 11:55:28 AM**City/State/Zip:** South San Francisco, California 94080**Company Complaining About:** I Don't Know Their Provider

---

**Description**

While I was traveling up to San Fransico and stayed at the Hampton Inn, 300 Gateway Blvd, South San Francisco, CA 94080. I attempted to use a Mifi device, it was blocked. Thinking it was the mifi, I turned on my hotspot on my works Verizon phone and it was blocked. I then turned on my personal phone's AT&T hotspot, and it was also blocked. (note blocked meaning no VPN access and no browser access). I linked up to their free Wifi (which was so slow you couldn't work, but did connect) For a fee, you could upgrade to a premium service (where you could actually get work done). When I left the Hotel and went across the street to my office. I tested all three devices and they worked fine. Clearly they (Hampton) are jamming personal devices in order to make people pay for their access. (which I thought was a clear violation of FCC rules?)

---

[Ticket: # 1046691 - Blocking internet access through hotspot](#)

**Date:** 6/21/2016 1:51:28 AM

**City/State/Zip:** Madison, Wisconsin 53704

**Company Complaining About:** Caesars Palace Las Vegas

---

## **Description**

It seems Caesars Palace Hotel and Convention center is blocking guests from accessing internet by using personal hotspots in order to get guests to purchase service through the hotel.

Even manually typing in my hotspot address shows 'no connection found'.

I understand some hotels have earned size-able fines for breaking this federal law.

---

**Ticket: # 1050171 - At approx 11:59 a.m. when I heard of the sit-in on CNN I ran to my computer to tweet my support and it immediately crashed...**

**Date:** 6/22/2016 4:08:46 PM

**City/State/Zip:** Greensboro, North Carolina 27401

**Company Complaining About:** Time Warner

---

## **Description**

At approx 11:59 a.m. when I heard of the sit-in on CNN I ran to my computer to tweet my support and it immediately crashed... It took me several minutes to get it back up... I have TWC but I believe these attacks are done by someone in close proximity to my location using some kind of devise that is blocking my signal or they have put a server between my computer and TWC... Either way, My constitutional rights - the right of freedom of speech had been violated... the minute the senate sit-in started I tried to respond with my support via twitter and they blocked it by making it appear that I had forgot my password... When I tried to get my password I was prevented from getting a new for 60 minutes... I believe someone close to my location has hacked my connection...



---

**Ticket: # 1050964 - Broadband and WiFi Jamming**

**Date:** 6/22/2016 10:03:42 PM

**City/State/Zip:** Indianapolis, Indiana 46219

**Company Complaining About:** AT&T

---

## **Description**

The Charlotte Convention Center in Charlotte, NC is blocking AT&T broadband access during the Heroes Comic Con. We had working AT&T broadband on both our iPhone 6S and our iPad Pro right until the Exhibit Hall opened for business each day of the convention, at which point it lost signal, at times giving NoService. Because we had experienced similar problems the previous year, we had acquired a Sprint hotspot (since Sprint is one of the carriers that is supposed to have a tower within the convention center and get reliable service). However, we discovered that the iPhone would intermittently lose the WiFi signal and I would have to reconnect it. I also had considerable difficulty maintaining a connection with a Bluetooth device I had paired with the iPhone, something I have never experienced at any other location. All of this is strong evidence of some kind of active interference, especially since other vendors told me they were also having problems they'd never experienced at other shows.

---

**Ticket: # 1054917 - FIOS service Issues**

**Date:** 6/24/2016 10:31:34 PM

**City/State/Zip:** Crescent, Pennsylvania 15046

**Company Complaining About:** Verizon

---

## **Description**

My complaint against Verizon FIOS Service is many and affects all three services I receive; TV, Phone and Internet. The service I use most is Internet and your titles are limited so rather than file 3 individual complaints I've combined all 3 into this complaint. I feel what is wrong with my service is a direct result as to why all 3 services do not function properly. I stay with FIOS because they are the Monopoly in my area and I HAVE NO OTHER OPTIONS.

TV:

Almost every program I DVR shows some from of Pixelation, typically multiple times per program, due to poor quality of service provided. Almost every TV Program I watch has some form of Pixelation. The days vary and some days are better than others but the good days are few and far between. In 365 days maybe 30 are Pixelation free, and that is probably an over estimate; I'm trying to be nice.

I've filed several complaints and had many different Techs, high level Techs and Regional Managers to my apartment to show them what is happening. They run tests with meters and try and blame my personal equipment such as my TV; which it's not because it happens to their equipment that they bring as well.

My sister also has FIOS, she lives in a richer neighborhood and has less of a service Plan than me as I have 25 Megs up and down while she only has 15 Megs down and 5 Megs up. Ever since Dec, 2007, I've watched many programs at her place and in as many years I have yet to catch a SINGLE PIXELATION at her place, as in not one time EVER. I've ask her and her 4 kids if they ever noticed any Pixelation while watching TV. They did not know what it was so I explained, and not one time is as long as they could remember has that ever happened.

Pixelation as you may already know, is when the TV Program you are watching all of a sudden breaks into little squares either in lines or the entire picture breaks up. This happens to me almost daily and forget about watching LIVE TV, the Pixelation is so bad it's almost unwatchable. Granted over the recent years, and many changes to my FIOS Equipment, it's gotten better but it still constantly happens.

My TV Service is the Ultimate HD, with over 300 Channels and every popular Pay channel like HBO and Showtime. No Soft Porn or Sports Packages as I don't care for Sports. I have a lifetime DVR FREE Service which FIOS is trying to FORCE ME TO UPGRADE so that I LOSE this feature.

Phone:

I use FIOS Block Number Feature and BLOCKED CALLS still come through. I've added my number to the DO NOT CALL LIST only to be CALLED RELENTLESSLY for products I do not use or did not inquire about. My phone service has a slight buzzing in the back ground. My phone will ring and when I answer the call will just drop or be forced to voice mail, much sooner than 4 rings. Many times my

voice mail does not show up for a day or two. This does not happen often, but it happens and it should not. I don't use my Phone too often but enough to know these things should not happen.

Unlimited Nation Wide Calling with several features of which I only use a few, Call Blocking and Voicemail. Sometime I use Call Forward, but probably 2 times since 2007. I know I have other features but I don't use, nor do I need them. I have a Minute Cell phone as a backup to my land line. I have a land line because the Triple Play Package is just worth the 5 extra bucks I spend each month for the phone.

Internet:

OMG where to begin? As I've stated I've had very top level Techs and Regional Managers at my apt to try and resolve these issues with TV and Internet and funny the day these Techs arrive wouldn't you know it, it's a GOOD DAY all of a sudden. Needless to say when they leave the MAGIC SERVICE SEEMS TO LEAVE WITH THEM.

The problem was found by me using trace route. My internet will just STOP for no apparent reason. Downloads take forever at times but this may not always be the fault of FIOS because if the Download Servers are only uploading 2k you will only download 2k even if you have download speeds in the megabytes level as I do. I am NOT referring to this as an issue. What I am referring to is my internet just STOPS or THROTTLES DOWN for no apparent reason.

I found the issue using Trace Route one day in 2012 when my PC just STOPPED. I quickly typed Trace Route into an open command prompt and sure enough the problem traced right to the FIOS BACK OFFICE; which is but a jump or two from my residence. Which means, because I am so close, my internet speed should be 5 times what anyone in the world has because of how close I am to the FIOS Back Office and Main Switching Servers. Once this was discovered FIOS had no choice but to FIX IT. One of the Techs gave me a number to the Back Office, so he says it was them anyways, and I called. Basically they said they will not replace a \$42,000.00 Prone Card for a SINGLE COMPLAINT.

That seemed like the truth to me so I gave up on my quest until I viewed a recent YouTube video suggesting that Filing a Complaint with the FCC should force your ISP to FIX the ISSUE at hand.

FIOS said they changed, rebooted and updated the Prone Card by my service continues to be faulty. It's gotten better, but nowhere near 100%. My service is 45% on a good day and 25% on an average day. If it was 75% you would not be reading this. Of course FIOS wants 100% PAID month after month and I guess that is how they make their money, get paid 100% for 25% service.

Trying to login to Verizon.net is a nightmare all by itself and most days it's down or does not respond right away. Login fails or locks me out from too many attempts to login. The live chat is a joke too, I end up using Google as I am sure that is what the Chat Tech is doing.

Gee, I'd be a Millionaire if I could charge someone 100% to build a DECK for them than only build 25% and call it DONE, but obviously I digress....

I've spoken with a few companies and neighbors in the area that also have FIOS and they have the same issues as me, once I describe them, and they just think that is how the Service is supposed to be. I've encouraged them to file a complaint but they won't because they don't want to make any

waves. They just want to pay their bills and get on with their lives. When I pay 100% of my Bill I EXPECT 100% server, that is only FAIR.

FIOS has NO INTENT to fix the Issue that has been traced to the Back Office by me. They only make excuses and only enforce that I pay them regardless of service. I would have perused them in court if I had the money, but that goes without saying so this is my last attempt to get my service corrected.

This is the cliff note version of what is wrong with my services as I am sure I am forgetting a few, but this is the jest of the issue. I have my Internet Router positioned so that I can see the blinking lights and at a glance I can tell if my internet has stopped because all lights will STOP BLINKING. When I am gaming or general surfing of the net, as soon as things get choppy or leggy, I look over a sure enough NO LIGHT BLINKING. I also have a picture of the original Trace Route that shows the issue but not on this computer, if you need it send me an email and I will forward that to you. I could not find quickly but know I have it on a flash drive or somewhere. I wanted to get this complaint filed to get things rolling and if that Trace Route is needed, I can provide it.

---

[Ticket: # 1058398 - WorldMark by Wyndham jamming wifi hotspot](#)

**Date:** 6/28/2016 2:26:42 AM

**City/State/Zip:** Bellevue, Washington 98006

**Company Complaining About:** Resortnet2

---

## **Description**

I stayed at WorldMark by Wyndham in Anaheim and they use ResortNet2 and Ruckus (hardware) for their internet services. I do believe that they are jamming the wifi signal because I was unable to use my mobile wifi hotspot and connect to it. I know that Hilton was previously found for jamming wifi hotspots and I do believe that WorldMark is doing it as well. Thank you.

---

**Ticket: # 1063311 - Verizon Fios**

**Date:** 6/30/2016 12:29:07 PM

**City/State/Zip:** New York, New York 10009

**Company Complaining About:** Verizon

---

## **Description**

Verizon suspended my account illegally. My account is in good standing and has been for the last 38 years. I ported my number to another carrier and kept the fios portion. They suspended my account and are blocking the signal to our fios sue to the porting of my number. This is illegal. My payment is not due until July 13th, and I cant get tech support for internet portion which malfunctioning due to porting my number. This has happened before. whereby Verizon illegally does not allow for other carriers or tries to block customers from ,leaving their services. There should be serious fines imposed for this. It puts people at risk. I spoke to the Executive Office team and they ccoul dnot reply why the account was suspended and ackowledged the account ins in good standing I also contacted Susan Delliam in Mr. Mcadams office and she also would not explain this.

I ported my number early June. I informed Verizon of this June 10th and to stop billing for this portion. I went onlinve to see if this had been done and they are continuing to charge my account for voicemail it appears and refuse to close the phone portion of my bill. This was all documented and sent also in an email Mr. McAdam office but no one will address it. This is an illegal tactic to hold people to their services. The keep calling in addition to ask me where I ported the number and why. This is an outrage and abuse of these large companies to be able to manipulate people in this manner and should be fined to stop doing such practices and abuse customers in this manner. to:

Charles ext 443-436-3573

By email and voicemail to:

Maureen F.

Verizon Executive Relations Team

855-457-8025

---

**Ticket: # 1066683 - Jamming on 2.4 ghz spectrum video cameras knocked out**

**Date:** 7/2/2016 3:17:36 PM

**City/State/Zip:** Sunset Beach, California 90742

**Company Complaining About:** Time Warner

---

## **Description**

I know our neighbors are using a jamming device to jam the 2.4 ghz spectrum which knocks out our security cameras which are wifi. I have reported their criminal activity to the police and sending videos as the police requested them based on our correspondence but since they are now much more discrete and appear to have moved the bulk of their drug operation to another location. As a result of my reporting, they are now knocking out our wifi security cameras every time we leave the house. We do not set any alarm so there should not be a sudden outage but all outages only occur when we are not home....literally out within 5 minutes of us leaving. They have a camera pointed at our front door so they know our schedule coming and going. In addition, I am disabled from a car accident so don't leave the house a lot. This means the cameras will work for days on end and then when we leave, they are off. Is there something that can be done to track this? I could almost certainly guarantee you that the cameras will be out all of the next 3 mornings as we usually go to the beach to surf and as soon as the car is packed, the cameras are out. I've spoken with the manufacturer (netgear) and they say it's jamming but they can't help. I've advised the local police but they aren't staffed for this and have asked for me to advise them what the FCC says when I contact them. The address of the jamming device is (b) (6), sunset beach, ca 90742. They have some shady businesses associated with this address as well - none of the residents has an outside job, they all "work" for themselves and have about 3-4 business names a piece. The latest appears to be peaceofmindadvisors.com which began as a penny stock and somehow (a surprise to financial reviewers) they raised \$180,000 in just one day last year to start their latest venture. The website is full of lies about their background and the only "employees" are the residents who appear to have a serious methamphetamine issue. Also, all neighbor's there were extremely upset when I installed the cameras last year. The cameras did help deter the buyers who used to come by dropping off copper fixtures, computers, etc. in addition, they have a friend, (b) (6), down the street in audio video who has a patent for a device that would stop cameras recording for anti-piracy. He's confronted us about our cameras and security lights and is a frequent visitor there. His daughter was in jail for 6 weeks without bail recently presumably for her meth use (her scabs are bloody and scarred).

These people clearly have the know how, the incentive, and the ability to see when we are home or not. The outages have occurred on a minimum of 40 outings for us. I can tell you, if you have the ability to test on a weekend morning any weekend for the next two months both Saturday and Sunday, you will see interference. My brother is in it and has seen the video outages (green screens with vertical lines that usually only run a second or two even though they actually show as recording 2 minutes straight).

---

**Ticket: # 1072648 - Identity Theft and Possible Theft of Service**

**Date:** 7/7/2016 12:00:52 PM

**City/State/Zip:** North Cape May, New Jersey 08204

**Company Complaining About:** Dish Network

---

**Description**

Nearly one year ago, my neighbor, (b) (6), placed an order with Verizon to receive a tablet. I received a call from Verizon because there would be a back order. I inquired how was this accomplished and was told that it was ordered on line. I informed the CSR that I don't have a computer and did not order this device and I want it cancelled. Verizon cancelled the order. Did anyone check the IP address on (b) (6) computer?

The same neighbor is probably stealing satellite service from Dish Network. I use to have satellite and cable but I had to get rid of it because this neighbor complained that I was interfering with her service. However, she is jamming up everyone's else signals.

The neighbor's address (b) (6) and (b) (6), (b) (6), North Cape May, NJ 08204

**Resolution**

I can also be reached on my cell phone (b) (6)



---

**Ticket: # 1074918 - Smart City Networks blocked personal hotspots at Colorado Convention Ctr June 2016**

**Date:** 7/8/2016 10:55:55 AM

**City/State/Zip:** Ga Georgia, Georgia 30701

**Company Complaining About:** T Mobile

---

## **Description**

As an exhibitor at the ISTE trade show in the Colorado Convention Center, Denver CO, June 27-29, 2016, we attempted to use personal WiFi hotspots for Internet, as we do at every other show.

Smart City Networks was the official Internet provider for the show, charging \$800 per vendor for advance orders, or \$4,000 if ordered on-site. It seems that they were using blocking technology to prevent the use of personal hotspots and cell phone tethers on the floor to force vendors into paying their over-inflated prices.

We have SIM cards that connect to T-Mobile, Sprint, and AT&T and use a high-end 3G/4G router for the connection. The connections all worked fine the evening before the exhibits opened so we know there was a strong signal at our location on all carriers. Once the show opened, all 3 carriers networks became unusable. Even after the show closed and attendees had exited at the end of the day, the service did NOT improve, showing that it was not a matter of simple overload from too many users (especially since it affected T-Mobile too, which is a less popular carrier and would not have the same traffic flood as the larger providers). By contrast, we have used these personal hotspot connections at every other major trade show in various cities for the past 2 years without problem, yet this is the first one where Smart City Networks was the provider. It seems quite likely that Smart City was using blocking technology again at this show.

---

**Ticket: # 1075058 - Poor internet despite good coverage**

**Date:** 7/8/2016 11:49:58 AM

**City/State/Zip:** Long Beach, California 90803

**Company Complaining About:** AT&T

---

## **Description**

I believe that the JW Marriott in Palm Desert, CA may be blocking cellular wifi. I have at times 4-5 bars of reception and LTE coverage however the Internet is VERY slow for me on my cell phone and tablet, however there is paid wifi coverage that when connected to is very fast!

I am attaching a screenshot from my tablet showing the coverage bars and it's still loading the FCC page this is after I have filled out all of the information on this page and it still has not finished loading

---

**Ticket: # 1076081 - Comcast Blocked Internet & Phone Service for almost 24 hours to enforce Copy Right Alert popup**

**Date:** 7/8/2016 5:22:36 PM

**City/State/Zip:** Seattle, Washington 98118

**Company Complaining About:** Comcast

---

## **Description**

Hello,

So recently I received Comcast "Copyright Alert" popup on 7/7/16 that I was trying to respond to. But while logging in to view the alert, Comcast Disconnected my internet service and blocked all access to the internet. The timing was very exact and happened after clicking and "processing".

Then my phone service went down too and I was left without any means of communication.

This is a very dangerous way to threaten the customer for something I have no idea about.

What if I needed to work on a project that required Internet connection? I could've lost my job.

What if I needed to call 911 for an emergency? I could've lost my life.

I manage to restore service on my end Temporarily by restarting the modem. The Comcast rep told me that Comcast shouldn't be intentionally blocking communication on the whim but there's no formal written policy they've given me that says they won't block my communication whenever they feel like it.

They also continue to take my money while disrupting my service for extended periods of time whenever they feel like. This isn't the first time either.

I cannot remain silent this time- this kind of intentional malicious service & communication blocking is very damaging to paying customers. Like legalized Extortion.

---

[Ticket: # 1077116 - internet wifi hacking](#)

**Date:** 7/9/2016 6:08:13 PM

**City/State/Zip:** Park Hills, Kentucky 41011

**Company Complaining About:** Time Warner

---

## **Description**

wifi hacking. I live in an apartment building and have found in my private network three devices that are not mine. TWC 's blocking of mac addresses doesn't work. In searching the internet, hackers can get in without a password. I have their mac addresses, if needed.

---

**Ticket: # 1079349 - Smart City Networks blocking wifi hotspots at Colorado Convention Center**

**Date:** 7/11/2016 6:12:06 PM

**City/State/Zip:** Caloun, Georgia 30701

**Company Complaining About:** Smart City Networks (smart City Holdings, Llc, Las Vegas, Nv)

---

**Description**

We believe that Smart City Networks, the official Internet provider for the ISTE convention held at the Colorado Convention Center in Denver, Colorado on June 26-29, 2016, was using technology to block or make unstable the use of personal hotspots by vendors for Internet access to force them into purchasing their service at inflated rates of \$800 (advance) to as much as \$4,200 per vendor (if ordered after show start). This was observed because our hotspots, which connect to 3 different carriers (T-Mobile, AT&T and Sprint) were working fine prior to the booths opening, even while the convention center was flooded with attendees (i.e. they can't blame it on all the attendees being there). Further, the interference that prevented the hotspots from working reliably did not improve as the exhibit hall emptied upon closing time, showing that Smart City did not turn off their blocking technology. However, from the exact same booth location, our service was reliable and had no problems the evening before the show. It seems obvious to us that they turned on their blocking equipment and left it on through the remainder of the show, just as they were caught doing in Orlando and other cities in previous years. The fact that all three wireless carrier signals worked fine from the booth prior to the show and all had the same symptoms throughout the show is worth noting, as well as the fact that virtually every other show we attend has no problems with these same carriers.

---

[Ticket: # 1087964 - Digital Blocking, Lag](#)

**Date:** 7/15/2016 8:35:16 PM

**City/State/Zip:** Brooklyn, New York 11218

**Company Complaining About:** Optimum

---

## **Description**

I have a persistent problem with watching Ch 11 WPIX in New York, NY on the Optimum Cable system. There is digital blocking and lag in the signal. I have placed a complaint with my cable provider and with you. I don't know if the problem originates with the station or with the cable company. I only watch Ch 11 when they broadcast Yankees games, so that is the only time I notice this problem.

---

[Ticket: # 1098374 - blocking of wireless hotspot by hotel](#)

**Date:** 7/22/2016 11:45:01 AM

**City/State/Zip:** Lakeville, Massachusetts 02347

**Company Complaining About:** Hilton Hotels

---

### **Description**

I was at the Boston Logan Airport Hilton, yesterday, July 21, 2016 and was unable to use the wireless hot spot on my iPhone due to blocking by the hotel. I called the front desk to inquire if they were blocking and they acknowledged that they were so doing

---

**Ticket: # 1111465 - EMAIL ISSUES**

**Date:** 7/29/2016 5:46:40 PM

**City/State/Zip:** Sanford, Florida 48116

**Company Complaining About:** Microsoft Outlook

---

**Description**

MICROSOFT OUTLOOK.COM HAS INTENTIONALLY AND/OR FRAUDULENTLY REDIRECTED MY EMAILS TO MY ACCOUNT, WHEREBY I CANNOT RECEIVE ANY OF MY EMAILS TO MY ACCOUNT. I HAVE COMPLAINED BEFORE AND NOW MICROSOFT OUTLOOK HAS AGAIN STARTED BLOCKING MY EMAILS TO THE POINT I CANNOT READ THEM AND BEFORE I CAN OPEN THEM THE EMAILS ARE DELETED BY THE COMPANY. EVEN EMAILS I HAVE SENT TO MYSELF FROM MY OTHER EMAIL ACCOUNT.



---

**Ticket: # 1112037 - Blocked email by ATT and Bellsouth**

**Date:** 7/30/2016 10:36:33 AM

**City/State/Zip:** Blountsville, Alabama 35031

**Company Complaining About:** AT&T

---

## **Description**

Beginning one week ago, ATT and Bellsouth blocked email from my Otelco. email account, providing a message telling me that I had been identified as a spammer/phisher and they were blocking my account. I used the link ATT provided to request relief. As nearly as I can tell, ATT took no action. I have asked Otelco to deal with the problem, but so far, Otelco hasn't received any cooperation from with ATT or Bellsouth of which I am aware. In the interim, I have been using a gmail account to correspond with those who have email accounts with ATT and/or Bellsouth. This morning, the gmail account also has been blocked by ATT and Bellsouth (both), thus cutting off any means of communicating with people that I correspond with.

I don't know what else to do, other than call you attention to the fact that while these ISPs can instantly block service, they apparently see no point in immediately correcting mistakes they make.

Can you do anything about this?

---

**Ticket: # 1125055 - Ham Radio Interference****Date:** 8/6/2016 7:58:02 PM**City/State/Zip:** Seattle, Washington 98136**Company Complaining About:** Centurylink

---

**Description**

Our neighbor for the last week for most of the day has been running some type of morse code on his HAM radio that knocks out our internet whenever it is active. We have tried to talk to him about it, but all complaints fall on deaf ears and he has persisted to do this for the last several months. Most of the time when he runs his HAM, you can hear him talk or do pulses through speakers, but it doesn't actually cut the internet completely. But every once in a while it's like he'll just crank up the power on it to massive levels that interferes with the internet. Today in particular, he's been doing it for 9 hours straight and I fear it causes actual damage to our electronic equipment for the amount of times it cuts in and out.

The very least, could you please notify him that neighbors are complaining about it? He ignores us when we try to talk to him and we'd just like him to tone it down some so we can actually use the electronics we pay for instead of him blocking our access to them by causing massive interference with his hobby.

His info is:

(b) (6)

(b) (6)

SEATTLE, WA 98136

(b) (6)

---

**Ticket: # 1125241 - Illegal scamming of personal data**

**Date:** 8/7/2016 6:25:15 AM

**City/State/Zip:** Carol City, Florida 33055

**Company Complaining About:** Boingo

---

### **Description**

For the past three days have been unable to easily maneuver into application and personal data on my iPhone while utilizing the Internet. I've personally invested into a second provider for Internet servicing which payment is made on a monthly basis. The information stored on the phone backup server maybe how the individuals are blocking the data. Also there's another device purchase iPod, which has been stolen with my created data on in Puerto Rico.

---

**Ticket: # 1132559 - Blocking port 80 incoming connections.**

**Date:** 8/11/2016 12:52:43 AM

**City/State/Zip:** Lake Forest, California 92630

**Company Complaining About:** Cox

---

## **Description**

I'm a student attempting to complete a project assigned to me by my university professor. The assignment includes the activation of a lets encrypt ssl certificate on a web server in a virtual machine on my computer. My internet service provider is blocking incoming connections on port 80, which is particularly important because the certificate authority lets encrypt uses port 80 to communicate with the web server that is requesting a certificate be installed. Not only did Cox's support department inform me that it was a company policy that they block this, but it also states it clearly on their web site here: <http://www.cox.com/residential/support/internet/article.cox?articleId=cacf82f0-6407-11df-ccef-000000000000> While I can understand blocking ports that do nothing but help viruses or worms communicate with their command and control servers, port 80 is an integral part of the internet. In order for students to learn how web servers work, they need to be able to use them.

Further more, they only block these ports for their residential customers. If I were able to afford a business class line, I would not have this restriction. I believe that this makes the block a "business practice" and not for "technical network management". To take this point home even further, their post on the cox website detailing why they block this port is ". . . we can stop many destructive worms that spread through security holes in web server software." but as we all know, there are many servers online which have security holes in their web server software and users will visit them whether or not they are on cox's service. Blocking incoming traffic does not stop their customers from being infected at all, it only prevents them from running a server that might infect other users. If they are truly attempting to protect their users, they would need to block outgoing traffic on port 80 so that they could prevent their customers from accessing these potentially infected web servers, but we all know that would stop users from connecting to any page that was not encrypted with an ssl certificate.

Thank you for reading my complaint. If any network metrics are required, I would be glad to provide you with them.

---

**Ticket: # 1138070 - unlawful signal jamming**

**Date:** 8/14/2016 2:08:12 PM

**City/State/Zip:** Everett, Washington 98204

**Company Complaining About:** Cable One

---

## **Description**

My name is (b) (6), I am in a bitter battle over an inheritance issue where my sister is missing along with family members from a dairy farm they own in Snohomish, WA. Members of the Everett WA courthouse are tampering with records and changing information on my family members' wills. Local police are refusing to assist or file police reports on the fraud and identify theft being carried out in my name. I have been attempting to contact the FBI cyber division to report that someone is following me and as I attempt to send emails the signal is immediately blocked. Whoever is responsible is also tampering with my email accounts and blocking and intercepting my faxes and email transmissions sent from the Everett, WA public library at 2702 Hoyt Ave. This includes emails to the Justice Dept., Central Intelligence Agency, State Dept., WA State Patrol Office, US Attorney's Office, Social Security Administration, and the Federal Trade Commission, to name a few. I request someone notify the Everett, WA police Dept. and inform them that this is a violation of the FCC and that not even police are permitted to use a signal jammer of any sort. I am also requesting that the FCC carry out an investigation since those responsible are blocking me from requesting the aid of the Federal Bureau of Cyber Division. Since my email and phone is being tampered with I cannot provide any contact info but I intend on going to the FBI field office in Seattle after I hire an attorney in the next few days. Thank you for your time, sincerely, (b) (6)

---

[Ticket: # 1145875 - WiFi Jamming](#)

**Date:** 8/18/2016 12:19:45 PM

**City/State/Zip:** Port Angeles, Washington 98363

**Company Complaining About:** My Broadband Is Wave, Do Not Know Jammers But Wave And Olypen (which Uses Wave) Are The Only Cable Choices.

---

**Description**

Someone in close proximity to my address is jamming WiFi on my router. I am unable to link to a router on 198. This router is close to the computer and is working fine with three other devices TIVO and IPADS. It began with intermittent cutout and is now permanent. This can only be jamming which is illegal and your department.

---

**Ticket: # 1158327 - Wi-Fi Jamming at Embassy Suites - Waterfront, San Francisco**

**Date:** 8/24/2016 9:06:12 PM

**City/State/Zip:** Honolulu, Hawaii 96822

**Company Complaining About:** Embassy Suites Hotels

---

## **Description**

My laptop contains private client information that requires me to use a secure, private, high speed Wi-Fi hot spot whenever I travel. Last week, I stayed at the Embassy Suites Hotel in San Francisco (a Hilton property) and discovered that my Wi-Fi did not work in the building but worked swimmingly well in the parking lot outside the hotel. When I confronted the desk and third party tech support company, they all pleaded ignorance as to why my very reliable Verizon hotspot would not work inside the hotel (it would connect and then immediately disconnect). Given that Hilton has already been fined for Wi-Fi jamming, it seemed pretty clear that this is taking place at Embassy Suites as well. Hence this complaint.

---

[Ticket: # 1159861 - Hotel Wifi Hotspot blocking](#)

**Date:** 8/25/2016 3:26:46 PM

**City/State/Zip:** Stafford, Virginia 22556

**Company Complaining About:** Hilton's Homewood Suites Located At 2233 Ulmerton Rd, Clearwater, Fl 33762

---

## **Description**

Hotel blocking personal WiFi hotspot: Recently I stayed at Hilton's Homewood Suites located at 2233 Ulmerton Rd, Clearwater, FL 33762. The hotel employs Cisco's Meraki access points and security gateway. It had "air marshal" feature enabled; rendering my hotspot and hotspots from other colleagues who stay at the same hotel completely useless. While ISM band is open for everyone to use, I believe the way hilton hotel uses this frequency is unfair, anticompetitive, and fits violate the the spirit of spectrum sharing under 47 CFR 15.247. Recently FCC has fined Marriott hotels for doing the exact same thing. Why is Hilton only slapped for obstructing investigation? Please do the right thing in the interest of the public at large.



---

**Ticket: # 1163819 - Virus Repair Scams/Companies who perpetrate them****Date:** 8/27/2016 3:21:05 PM**City/State/Zip:** Potomac Fall, Virginia 20165**Company Complaining About:** Tech Backer Llc.

---

**Description**

8/26/2016. While clicking through articles on MSN I must have hit a well placed fake/story ad. A message popped up saying the page had discovered that my computer was infected with the Zeus virus, a Trojan type virus and not to shut down my computer, but to call the 800 number and give the code listed in the message. When I called the number a man who represented himself as a Microsoft service person. To the point of giving an ID number, when I implied that he could be the person infecting my computer. I was instructed to Press the window key & Letter R. Type in IEXPLORE and a web address. I took notes so I can get the entire address from work, where this occurred should you want it. After using this to access my computer he (b) (6) spent 30 minutes moving around from screen to screen and finally showed me a line on the code on the C:Drive that showed up a Zeus.....ect...

He then said I needed a certified Cisco Tech because it was beyond his ability to correct because some Microsoft functions had been disabled. He had me wait on hold until he connected me to a third party who could help. The third party fellow (b) (6) had me hang up so his tech could call me back. The incoming number on my phone showed the 01 country code so I'm assuming even though it was an 866 number that it was coming in from out of the country. The Cisco tech used the same access set up by the bogus Microsoft tech and spent an hour running ad blocking software and other programs. He then called me back to have me try my log-ins to the various software I utilize. Everything connected and still being suspicious I emailed the offsite computer tech used by our company. Its Saturday. I'm using the library computer and finding this scam reported out on the web. I was required to allow TECH BACKERS LLC, a company registered in Las Vegas, NV. Reg#NV20161169592, to record me agreeing to pay \$110 before they would do the "work". After the work was complete a person (b) (6) representing their billing dept called to discuss payment, requesting a check, saying they did not accept credit cards. I'll write off the money as a lesson learned, but my concern is their ability to run this scam. Since I may have jeopardized my companies network .

---

**Ticket: # 1167279 - Cell phone jammer use in Edwardsville, Illinois**

**Date:** 8/30/2016 3:00:23 AM

**City/State/Zip:** Edwardsville, Illinois 62025

**Company Complaining About:** T Mobile

---

## **Description**

I notice cell phone jamming at or near (b) (6) in Edwardsville, Illinois, 62025.

This could have emergency call implications, but honestly I notice it when my son and I are on the sidewalk looking for Pokemon.

I lose network service in that same location. It has happened three days in a row and only there, i.e. no other part of downtown.

There are no overhead obstructions and no very large buildings that might block gps or 4G cell phone service.

I think but am not sure that both are affected.

---

**Ticket: # 1176216 - Verizon ISP Services: notification of alleged copyright infringement blocked services**

**Date:** 9/3/2016 6:33:28 PM

**City/State/Zip:** Telford, Pennsylvania 18969

**Company Complaining About:** Verizon

---

## **Description**

On (2) Occasions Verizon sent an email notification to me alledging a copyright infringement. I emailed back the first time asking for full disclosure of the forensic data upon which they based their claim. I asked for the source of report as well as for a full digital forensics copy of the log data. I then said that if they could not provide this along with a MAC address of the offending device they really have not substantive evidence since they are wrong in their accursation. They never provided this data nor answered my emails. They then blocked our Internet without notice that they would be blocking our service. They intercepted all of our web requests with a message that only allowed for the recipient to acknowledge the alleged copyright with no declanation option provided. I have screen shots and emails etc. to substantiat this. I run a small business from home and this killed my productivity. As a result I subscribed to Comcast and will be shipping the equipment back to horizon.

---

**Ticket: # 1177404 - net neutrality at cost of greed**

**Date:** 9/5/2016 8:18:07 PM

**City/State/Zip:** Kellyville, Oklahoma 74039

**Company Complaining About:** Vyve

---

## **Description**

Vyve has forced all residential clients to use class c private addresses and refuses to forward any ports to allow even residential use of remote router login, security cameras, etc. Consumers use services like dynamic dns for IPS that are dynamic or dhcp but they are usually public facing IP addresses and ports to services are NOT blocked. Vyve is purposefully blocking user accessible incoming ports and their only option is for you to upgrade to business class for same crappy packet loss service, same crappy missing most channels tv, and support that is uneducated on anything in their business. This is completely against net neutrality, quit making rules if you're not going to enforce them. They need to be dismantled and sold. I am going to get their franchise voted out of my town. Everyone here hates their customer service or lack thereof. Not being able to manage my own network remotely or my own files that I need to show my family pictures on my shared rice is total bs. I'm not making money or "serving" clients so what gives them the right? My tax dollar built this entire company.... get it done or we the people will, starting with me. I have recently switched providers due to their games. My info should be on file for the last 3 years of subpar service and complaints if they've erased all record that in itself is a huge violation.

---

**Ticket: # 1179716 - Unsolicited email spam****Date:** 9/7/2016 7:27:10 AM**City/State/Zip:** Gooding, Idaho 83330**Company Complaining About:** Centurylink

---

**Description**

I have been receiving unwanted unsolicited spam for the last two months. I repeatedly unsubscribe, but believe most of the unsubscribe sites are just fakes. These main addresses are are the bottom:

1. (b) (6) Wilmington, DE 19805.
2. (b) (6) Suite # 2048 Watertown, MA 02472
3. (b) (6) . # 128 Brooklyn, NY
4. (b) (6) Sandy, UT 84092
5. (b) (6) #153 Mechanicsburg, PA 17050

I have written to these addresses requesting to have my email address removed. They have sold my address to numerous entities, far too many addresses to write to. I have been diligent to unsubscribe, to no avail. These are either fake unsubscribe pages, or they simply do not comply with the request. Some unsubscribe pages just come up in error, or go directly to the ad page. Some have steps if la person is still receiving email, and either say my address has been removed from their system (obviously that is not true), or that my email address is not legitimate, and offer no recourse from there. Their pages are set up to look like they meet FCC requirements, but in actuality do nothing to unsubscribe the receiver of their email spam. Also, at the bottom of some spam it says that I signed up or subscribed. This is entirely not true. I am very frustrated that my inbox is flooded with up to 100 emails a day. Some are disgusting and offensive. Please do something about these entities who sell our email addresses, and refuse to honor unsubscribe requests. I have tried blocking (each email has a unique address, blocking does not work). I have done everything I can to stop this, to no avail. This is NOT a complaint about my internet company, Century Link . I cannot seem to locate a place to file a complaint against spam.

---

[Ticket: # 1181341 - WiFi blocking](#)

**Date:** 9/7/2016 5:34:30 PM

**City/State/Zip:** Houston, Texas 77005

**Company Complaining About:** Jw Marriott Hotel

---

## **Description**

JW Marriott, 110 East 2nd Street, Austin TX 78701

JW Marriott is blocking personal wifi hotspots in favor of hotel provided wifi at \$16 per day.

I cannot stay connected to my personally owned cellular hotspot . Laptop regularly disconnects from the hotspot every few minutes. The hotspot shows very strong signal, which is to be expected in downtown Austin.

If I connect to the hotspot via USB cable, bypassing the wifi connection, the laptop stays connected to the hotspot.

Marriott has not learned its lesson, despite earlier fines from FCC?

---

**Ticket: # 1202347 - Hotspot WIFI Blocking**

**Date:** 9/17/2016 2:10:57 AM

**City/State/Zip:** Deltona, Florida 32738

**Company Complaining About:** Sprint

---

## **Description**

I was a Hotel Guest at the Tuscany Hotel in Las Vegas, from Sunday 11-Sep. through Saturday the 17th. My reason there was work. I am in the Tradeshow Industry, and during my stay I experienced the blocking of my Hotspot signal by the Tuscany. I was frustrated because I could not stream anything, in fact, my cell phone did better in accessing the internet when I switch the WIFI off on it. The Tuscany charges \$9.99 per day, I give them credit for charging a very low price compare to other venues. However, I was there for 7-days, if I had a Hotspot why should I be force to pay for a service I am already paying for with the amount GB's I used for streaming. My company booked me in this hotel, and I promise I will never return to it, I will spread the word to my co-workers, not to come to the

(b) (6) ...

VR,

(b) (6)

---

## Ticket: # 1210218 - Lots of Evidence Possibly That We Are Being Blocked and Upchard

**Date:** 9/21/2016 9:56:06 AM

**City/State/Zip:** Boerne, Texas 78006

**Company Complaining About:** Gaudalupe Valley Telecommunications

---

### Description

Intentional Internet Blocking

1. Originally our two separate retail business locations were running DHCP with working SonicWALL Routers.
2. Then we started having internet slowness. Basically what was happening was a ping test would show every other packet dropping.
3. Being that one of the routers was brand new I called SonicWALL support. They said the router was fine even though GVTC support was saying the router was bad since the laptop plugged in directly to the ONT was working.
4. Cloned the MAC address of the laptop to the router and it would work just fine. Cloned the MAC address of the router to the laptop's Ethernet adapter and it would start dropping packets. Have screen shots of this and screen video. Think this is proof enough that MAC address was being blocked or throttled.
5. GVTC claimed that technically wasn't possible to block a MAC address or throttle traffic. The ONT they're using is a Calix 721GE ONT with a simple Google search of the manual showing to the contrary.
6. Had GVTC tech come on site and plug in his router to prove our router was bad. Simply cascading our router behind his router got it to pass traffic immediately.
7. GVTC suggested that maybe we get a static IP for an extra \$15/month/location since it's on a different VLAN. GVTC tech Garrett Leighsing also purported that on the DHCP they can change anything at any time when they want as part of the reason for a static.
8. My wife has retail businesses, and I'm an IT consultant just to put things into perspective. I have certs in A+, Linux+, Security+, and Apple. At one time I had a CCNA when I got out of the Navy.
9. Recently we had a client's internet go out with a month old router. Went to troubleshoot. Got internet working after a MAC clone.
10. Internet went out again while on site. Switched back to router's MAC and was working fine.
11. Internet went down after both I and the client left as shown by monitoring system I installed on client's computer.
12. Told client to call GVTC as I had seen similar MAC based issues at my own business with routers that were new or not faulty.
13. GVTC tech Jonathon Zuniga went on site and bypassed router directly into client's computer.
14. As I was monitoring client's system I got a notification that it was online and the IP address was set to a public IP that I recognized as GVTC's subnet.
15. Dialed into the client's PC to check the status. Saw a browser with a direct Google search of one of my competitors.
16. Texted the client immediately about the tech being on site, bypassing the router, blaming the router, and suggesting my competitor. Client confirmed via text.
17. Client told me he told GVTC tech that I had said GVTC was possibly blocking the MAC or throttling.



18. Client told me later the GVTC tech was slandering my business saying I always cause the problem and it's always my routers and me doing weird configurations with MAC addresses.
19. Went back onsite to client's and put in brand new router at my own expense.
20. Took the supposedly "faulty" router to my house with GVTC. Plugged in an 8 port switch into the demarc. Plugged in both my home SonicWall and the client's supposedly faulty router. Ran a constant ping on said router over night with only a few lost packets. Browsing was fine during several spot checks. Have repeated the test and can't see why they claim the router was bad.
21. Had the same issue with another client with a \$600 Sophos UTM. Told them I think it's GVTC as it was the same song and dance.
22. GVTC telephone tech said it was the router.
23. Went onsite and installed a 5 port 10/100 Netgear basic switch upstream of the router and fixed the problem immediately. Didn't want to change MAC address so as not to have GVTC slandering me about changing MAC addresses.
24. After putting the switch, I complained to their boss, Nicole Reninger, that they were causing the issue and blaming my various routers when this is not the case.
25. (b) (6) has not returned my call.
26. The problem resolved itself shortly thereafter.
27. The very next day, my monitoring showed that both the pings to my wife's two business locations failed at about 0500 in the morning of 20 SEP 2016. One of the locations didn't come back up.
28. Went onsite to our business location. Check ONT for power and correct lights—good. Plugged laptop into ONT and got internet with DHCP. Went inside building. Bypassed router to laptop and got internet with DHCP into ONT.
29. Changed the router to DHCP and got internet.
30. Contacted GVTC tech support and they said they show a static on our account but it wasn't programmed. They escalated on case # 20637388. Also said they showed that we hadn't called and made any changes.
31. Was running a constant ping and saw the internet drop out about 20 minutes later. Had a hunch so I switched back to STATIC on the router and it was fine. GVTC called at about 1200 and said the ONT dropped the static IP for no apparent reason and they re-provisioned.
32. Internet was fine the rest of the day and night at that location.
33. 21 SEP 2016 monitoring showed both locations got offline several times during the night. Again one location didn't come back up on a ping test—same location as yesterday.
34. Went back onsite. Found the static IP wasn't working again. Have put in another case with GVTC: 20639509.
35. It would appear at this point they are either very conveniently inept or doing this on purpose. As they have a natural monopoly here in Boerne, and this is an internet dependent age they can seemingly get away with what they wish.
36. It's mind boggling in a town so close to San Antonio, one of the wealthiest counties in the state, and recently voted one of the smartest towns in the state that we only have one choice of fixed line broadband.

---

**Ticket: # 1221218 - ticket (#1176215)**

**Date:** 9/27/2016 7:54:02 AM

**City/State/Zip:** Telford, Pennsylvania 18969

**Company Complaining About:** Verizon

---

## **Description**

Verizon's response is attached as a PDF with comments by me as to the inaccuracy of their response.

Key Point: in their response letter the actual Verizon Form Internet Blocking Form Notice I received (which lasted for over a week of Internet service blocking ) did NOT include as they now state any information about " it being also possible that someone other than Mr. Robinson may have been using his account to engage in unlawful peer-to-peer file sharing."

There was no such wording as to this possibility or I would have acknowledged service to gain Internet access again. Below is what I actually recorded over the weeks of blocked service that disrupted our family and home business needs.

"Please check the box below to acknowledge receipt of this notification, and then click the Submit button.

As the person responsible for this Internet account, I acknowledge receipt of this notification of alleged copyright infringement and I agree immediately to stop

(and instruct others with access to my Internet service to stop) any infringing activity that may be occurring using my Internet service.

My acknowledgement does not indicate an admission of wrongdoing by me or anyone using my Internet service, only that I have reviewed this message.

Important Note: Your service will resume approximately 5 to 10 minutes after clicking the Submit button. Verizon respects your privacy and we will not provide your identity or information about your account as part of our Copyright Alert Program unless we receive a subpoena or other legal process (such as a court order)."

---

**Ticket: # 1224398 - Frequency jammers**

**Date:** 9/28/2016 2:40:09 PM

**City/State/Zip:** Woodinville, Washington 98072

**Company Complaining About:** Comcast

---

## **Description**

I'm asking someone to investigate the frequency jammer use in my neighborhood these jammer are a big problem intercepting the frequency around my home knocking out the Internet cable phone usage I've been in contact with T-Mobile, Comcast, And these entities Are not taking this frequency interference serious these are services that I pay for and are not working I have many videos of Comcast and my neighbors using jammer to manipulate security cameras, Internet, phone usage. This has been a problem for awhile and needs someone to investigate. I will also be filing this complaint with the FBI I know it is also illegal to use such devices and would appreciate that if this is looked into many of the videos posted on YouTube at Lynn Shek stalkedwoodinville Comcast employees jamming security camera (b) (6) I have many video using devices to break into my home. Thank you

---

[Ticket: # 1224659 - Walmart is blocking internet access inside this store](#)

**Date:** 9/28/2016 4:00:34 PM

**City/State/Zip:** Torrance, California 90505

**Company Complaining About:** Verizon Wireless

---

## **Description**

Walmart (in Torrance 22015 Hawthorne in Torrance 90503) is blocking internet connection inside the store. Isn't it illegal? I could not use my cellphone to access the internet using my own Verizon 4G. But as soon as I step outside the Walmart store, I could again use my cellphone to access the internet.

---

**Ticket: # 1263465 - Internet Outside-Interference On Public-Access Library Computer-Terminal/s**

**Date:** 10/13/2016 7:06:44 PM

**City/State/Zip:** Clarksboro, New Jersey 08020

**Company Complaining About:** Gloucester County Library System - Gloucester County - New Jersey

---

**Description**

Too Many Interferences To Mention. \* Regular Daily Interferences, Within Public Access Computer-Terminal/s Usage. \* Screen Freezes. One Active Web-Site Gets Substituted For Another Active Web-Site. Active Web-Pages Suddenly Get Shutdown. Blue Revolving-Circle/s Appear AND Stay Revolving - Blocking Any Screen-Or-Terminal Action Anything. Mysterious Double Message-Boxes Appear [ One Says Windows Internet OR Windows Notice. The Other Has No ID-Source Mentioned. BOTH Say "Not Responding", As Apparent Reason/s For No Terminal-Action Possible OR Active Web-Site Disappearance. E-Mail Account Composition-Page Can Have Spellings Changed - On Own. \* More Examples, But Really Too Many To Present. Main Target Is Any Internet Use; But E-Mail Target Is Google WTB InterCom Services E-Mails - To Only E-Mail Addresses Agreeing To the Receiving Of Those E-Mails.

---

[Ticket: # 1264331 - website domain](#)

**Date:** 10/14/2016 11:04:38 AM

**City/State/Zip:** Sacramento, California 95823

**Company Complaining About:** AT&T

---

## **Description**

Domain is being hijacked by local web-hosting entity. Website is inaccessible with current domain hosting company because of interference from original company who purchased my domain name without consent. Domain holder of godzillarealty.com is blocking godzillarealestate and godzillainvestments.com. I cannot access website without godzillarealty.com being displayed on tabs.

---

**Ticket: # 1269354 - Blocked App MeetMobile**

**Date:** 10/15/2016 3:01:09 PM

**City/State/Zip:** Huntington, New York 11743

**Company Complaining About:** Verizon Wireless

---

## **Description**

At the Raritan Bay Area YMCA on October 15, 2016 between 12:45 pm and 5:30 pm for the Wagner Aquatic Club Fall Invitational swim meet event in which one of my children is a participant. The YMCA and/or the Wagner Aquatic Club has blocked access to the app called Meet Mobile. Meet Mobile is a paid service that reports real time swim meet results. By blocking the app, the YMCA and/or Wagner Aquatic Club are able to sell more heat sheets describing the swim events and heat order to spectators. However, because Meet Mobile is blocked, I am denied access to real time information on the results of another swim meet at a different location during largely overlapping time during which my other son is a participant. The YMCA and/or Wagner Aquatic Club have conspired to deny my access to a paid internet based subscription service in Meet Mobile to enrich themselves to my detriment.

---

[Ticket: # 1271355 - add blocking use of computer](#)

**Date:** 10/17/2016 11:58:41 AM

**City/State/Zip:** Palm Beach Gardens, Florida 33410

**Company Complaining About:** AT&T

---

### **Description**

A computer service, Mega Backup, has been blocking the use of my computer for several weeks. McAfee helped get rid of it once but it keeps coming back. I live in Palm Beach Gardens, FL and use Uverse internet service.

Thank you in advance for your help for an 84 year old that needs his computer



---

**Ticket: # 1272273 - Verizon Wireless Blocks SIP traffic**

**Date:** 10/17/2016 4:48:48 PM

**City/State/Zip:** North Attleboro, Massachusetts 02760

**Company Complaining About:** Verizon Wireless

---

## **Description**

I have an application that uses SIP voice over IP, hosted on my own server. I discovered that Verizon Wireless does not allow SIP voip connections over the LTE Internet service they bill me for using an LTE modem (MiFi). This is outrageous. I pay for an internet pipe and I can't use it. They will charge me a termination fee if I terminate the service I cannot use. A quick google search of this SIP blocking turns up hundreds of complaints from other Verizon Wireless subscribers. ie. search Verizon Wireless SIP Blocking. One page documents this problem in thorough detail:

(b) (6)

---

**Ticket: # 1272401 - Comcast throttling my speed and blocking random internet pages.**

**Date:** 10/17/2016 5:39:30 PM

**City/State/Zip:** Deerfield Beach, Florida 33441

**Company Complaining About:** Comcast

---

## **Description**

Comcast has made me spend over a thousand dollars in 2 years, telling me my modems are dead. They have been throttling my speed and blocking pages on my internet but they lie about it when I call them.. Instead they say "it's a hardware failure" Which of course makes me call the hardware maker, who in turns says "it's comcast". Then I'm stuck in a loop of incompetence for days and countless hours.. I'm so sick of it. I feel like going down there and bashing heads together. This is what they do to force you into using their hardware and paying them an additional monthly charge.. please stop comcast from doing this slimy nonsense.. Sincerely, (b) (6) ..

---

[Ticket: # 1280469 - Comcast is blocking me from TWC email](#)

**Date:** 10/21/2016 11:16:19 AM

**City/State/Zip:** Austin, Texas 78745

**Company Complaining About:** Comcast

---

### **Description**

I live in Austin, Texas and have TWC internet and email. I am currently in Mass. visiting my daughter who has Comcast internet. Comcast is blocking us from accessing our TWC internet email. My daughter called Comcast and they cannot fix it. I called TWC and it is a Comcast problem. My daughter used his cell phone by wireless carrier Version and it worked fine. I think this is intentional misconduct.

---

**Ticket: # 1282104 - unlawful activity**

**Date:** 10/22/2016 4:18:35 PM

**City/State/Zip:** Novato, California 94948

**Company Complaining About:** AT&T

---

## **Description**

I have been complaining to AT&T, SBCglobal.net about their blocking of all my company's email business correspondence to our subcontractors that happen to be subscribers of theirs. Numerous complaints have not been addressed. They keep telling me they have removed the blocks and resolved their internal problem, but they haven't.

Here is their own trouble ticket number for this problem that they refuse to correct: Re: RBL Removal (b) (6) ] with the IP address being where my domain is hosted.

This has been going on for months and it is totally disruptive to our business. We need this corrected.

---

[Ticket: # 1438383 - Blocking](#)

**Date:** 2/6/2017 2:26:39 PM

**City/State/Zip:** Buena Park, California 90620

---

## **Description**

Hello,

I have been having an issue with the CKAuthenticator blocking some websites that I use that benefit my education. One such website is Yahoo Mail. I need that because my work email is yahoo. It also states that it can 'read and change all your data on the websites you visit.' My school is using it and it has blocked almost everything. Please fix this

Thank you