
Ticket: # 607360 - Comcast Xfinity billing

Date: 10/22/2015 3:19:43 PM

Received via: Internet

City/State/Zip: Stone Mountain, Georgia 30088

Company Complaining About: Comcast

Description

Account (b) (6)

Hello ;

I have been trying to resolve this issue for a few months now without any luck.

I received an automated message to contact Xfinity about internet usage on 7/6/15. I called and talked with a representative who told me I was about to go over my allowed usage and that I would be charged extra once this occurred. So I asked him what could I do to prevent this....a different plan?

He told me there was no other plan for residential customers. So I asked him to walk me through unhooking the internet which he did. My plan was to unhook it until the next billing period. A few days later I spoke with another representative about the situation as I did not understand how I could be using so much internet. They suggested that I look at one of the business plans as that would give me unlimited service. They also informed me that I was in the next billing cycle so my internet usage would be starting over. On 7/24/15 I spoke with Thomas Barry (Comcast Business Sales Consultant/ 610-234-3596) and reviewed the business plans available. However they were well out of my price range. At this time, I re-hooked by modem so that I could have internet access again. However I

could not get the access. I called technical support and spoke with a technician who informed me my modem was outdated (although purchased in early 2015). He told me to take it back and exchange it and emailed me a list of acceptable modems. About two days later, I called and check my bill balance and it was over \$400. I called the billing department and informed them there was no way I could use that much data. They informed me that my account had been using a large amount of data for the past few months. I work during the day and I live alone. I don't work from home and I rarely go online except for the weekends. I don't download games or stream. I have used On Demand less than 5 times this year. I explained this to them. The representative transferred me to someone else who again asked me about my internet habits. After explaining this again and then informing him that I had unhooked my modem in July, he advised that I had internet usage since the date I had unhooked the modem. At that point, the tech said he needed me to talk to someone in the security department. I spoke with a security specialist by the name of Monroe. He again asked me about my internet usage and I informed him that I had unhooked my modem. He asked me to pull out my modem and provide the MCN #, which I did. He said that he saw another modem connected to my account and that is where the usage was coming from, not my modem. He referred to it as a "Rogue Modem". I went on to tell him I had been billed outrageous amounts since early summer according to billing for going over my allotted internet usage. He opened a ticket and told me they would investigate and then call me back. He told me that he needed to find out how long this had been going on so that I could speak with billing and if applicable get a credit. (Ticket # 179986653). After a week, I did not hear anything so I called back. I spoke with another tech who said Monroe was not working that day and the ticket was still open. He asked me to call back in a few days and speak with Monroe. He provided me with a number to the security department (888 565-4329). I called back after a few days and was unable to speak with Monroe. I asked for a supervisor. I spoke with Scott and explained the above. He said the ticket was closed and the Rogue Modem removed. I asked him what did I need to do with billing as the amount was due to the Rogue Modem being connected to my

account. He put me on hold for a few minutes and came back. He told me that the usage had not been coming from the Rogue Modem but my modem. Now this is completely opposite from what Monroe said. I told him that was impossible especially since there was usage after I disconnected the modem. And that I could not possibly use that amount of internet. Scott said he would have to look into it and gave me a new ticket of 18148238 or 181482238 (not sure which is right). I have yet to hear back from him as well. I have called twice since then and each time I have to start over and explain the situation. It has been over 1 ½ months since I have heard anything. The last time (9/10/15) I spoke with Kamar #732 and he asked me to be patient and he would be sending Scott a message to call me.

At this point, I think I have been more than patient. And I haven't had internet since 7/15. I only get outrageous bills. Oh, but I did get a message this week asking me when was I returning my internet equipment. I think this is a great example of "customer no service".

I have talked to family and coworkers with your service. It does not seem plausible that a one person household could go over the internet usage month after month; however their households of 3-4 people which includes children never goes over.

At this point I have no intention of paying this now \$600 bill. I have tried everything to get answers but I can't even get a call back. So I have documented my calls and ticket numbers so that if this is placed on my credit report, I will be taking action.

Obviously, Comcast/Xfinity does not want me as a customer. Therefore at this time, I just want the bill cleared up. If someone could be so kind to contact me on this issue, I would greatly appreciate it.

Thank you. (b) (6)

Also, I have attached a copy of the August bill. It also shows like all the others additional usage. Remember, the modem was unhooked in early July 2015.

Thanks

Ticket: # 607411 - Comcast Billing

Date: 10/22/2015 3:36:39 PM

Received via: Internet

City/State/Zip: Savannah, Georgia 31419

Company Complaining About: Comcast

Description

I paid our internet bill for 20 September to 19 October 2015 on 15 October. They are now saying we are going over our data usage because the data resets at the end of the calendar month. Therefore I paying twice for the same usage. With the data not resetting until the end of the calendar month instead of with the billing cycle, it makes it extremely easy for everyone to go over on data usage.

[Ticket: # 607434 - Comcast bandwidth caps](#)

Date: 10/22/2015 3:43:13 PM

Received via: Internet

City/State/Zip: Atlanta, Georgia 30318

Company Complaining About: Comcast

Description

Comcast imposes bandwidth caps, but the tools provided for you to self monitor your usage has been down for at least 26 days with the error below.

Unable to retrieve usage information at this time.

Please try again in few mins.

Ticket: # 607530 - XFINITY

Date: 10/22/2015 4:06:55 PM

Received via: Internet

City/State/Zip: Owings Mills, Maryland 21117

Company Complaining About: Comcast

Description

Comcast/Xfinity has essentially robbed me for months. I was lied to about my what my internet speed was when I signed up. I was under the impression i was paying for 80mps. They told me due to my area i would recieve anywhere from 30-80. I only found out 7 moths later, after struggling with this internet and willing to pay MORE just to get a faster speed, that I had the fastest speed. I had been paying \$112 for 7 months for something I didnt even get to use. Pitiful 21.01 mbps. Ive been trying to get assistance and have been transferred atleast 10 times over the last week and Ive been lied to again. Told that their internet department could see just how long my internet has been bad and could compensate me accordingly. When I did call I was transferred around until I finally reached someone who told me they couldnt do that and didnt know who told me they could!! Today I spoke with billing and they want to charge me \$40 to come check if its their equipment when I literally am calling about compensation. Theyre going to take MORE money from me unfairly. Please assist me in any way. Money is already tight and 112 dollars for something I never had an option to use is unfair. Note: I have tried both wireless AND hardwire and get the same terrible speed

Ticket: # 607564 - Comcast billing

Date: 10/22/2015 4:17:18 PM

Received via: Internet

City/State/Zip: Little Canada, Minnesota 55117

Company Complaining About: Comcast

Description

Long story short...It came to our attention that we had been paying on an account with Comcast that had 6 phone numbers, equipment and services. There had been a contract for this in 2010 that expired 6/10/13. On that date all equipment was returned by us and noted by them, the account should have been closed then. Somehow this account was still being billed to us and our auto pay continued to pay it. This was discovered in July of this year. I called in July to request this account be closed, because we had been paying for no services provided. I have been trying to sort this out with Comcast ever since. We were sent our bills for the last two years which I have attached, 10/14/14 bill is missing from what was sent to us I have added that month into the total credit owed to us. We finally got to a point where they were going to credit our payments back to 6/10/13. We requested the refund in a check form. We stopped paying this account in August of 2015. They kept billing us through October 2015. And may possible do so next month too! The refund showed up as a credit on our account, not issued as a check, and the amount from billing Sept and Oct of this year, was deducted from that amount. Now I am trying to get the full credit back, and which by records of their statements, provided by them and our payments, should be around 5728.83. We were at a 0 balance August 14, 2015. Their total for refund amount was 4819.00 and then they took the Sept and Oct billing amount out to make our refund 4231.42. I was told we would be credited back the Sept and Oct payments, today the person I spoke with did not have any record of that. I have spent roughly 7-8 hours on the phone with several employees, who transfer me from billing, to customer loyalty, to billing, to customer loyalty. Everyone tells me something different each time. This has become very frustrating and I am turning to you for help resolving this issue. There is never a number I can call back to talk to the same person, and I have to explain the whole story over and over. I am looking for our total refund amount of 5728.83 in a check form, as a credit to this account is no good, the account should be closed. Please let me know if this is something you can assist me with.

Ticket: # 607578 - Bill Discrepancy/Awful CS

Date: 10/22/2015 4:21:29 PM

Received via: Internet

City/State/Zip: Dearborn Heights, Michigan 48125

Company Complaining About: Comcast

Description

Horrible customer service. My bill is continuously changing and none of the CSRs seem to know what they are doing.

I work T-S 1pm-10pm and I rely 110% upon my service as I work from home.

Ticket: # 607612 - Data Cap and Inconsistency in both speed and billing.

Date: 10/22/2015 4:27:14 PM

Received via: Internet

City/State/Zip: Miami, Florida 33156

Company Complaining About: Comcast

Description

I have been a Comcast customer for years and had multiple problems with them. Unfortunately in my area I have no choice but to use them in order to get the required internet speed for my house to use all of my devices properly. I have spent the past year calling back and forth to try and resolve my internet speed. I pay for the top speed offered which is over 100 mbps and 40% of the time I am only getting around 10 if I'm lucky. After being told by Comcast that I needed to purchase a new router in order to fix the problem, I am still having the same issues. Tech support has been here as well and no help. Already frustrated that I'm powerless to fix it, I became livid when I learned of the data cap being put into effect. I am already paying for a service that the company is unable to provide the majority of the time, and now to be charged for an unlimited resource is completely immoral and completely taking advantage of people. I'm aware there have been multiple complaints about these issues and I'm hoping that something changes soon.

Thank You

(b) (6)

Ticket: # 607622 - Comcast Data Caps

Date: 10/22/2015 4:30:05 PM

Received via: Internet

City/State/Zip: Brandon, Mississippi 39047

Company Complaining About: Comcast

Description

Comcast is a monopoly on cable in our state. How can they then cap their data? This is inexcusable.

Ticket: # 607629 - Comcast service not keeping appointment

Date: 10/22/2015 4:31:22 PM

Received via: Internet

City/State/Zip: Boston, Massachusetts 02113

Company Complaining About: Comcast

Description

I am a comcast customer. I have been without Internet for over a week. On Sunday 10/18, I called comcast customer service to figure out what was wrong with my internet. They informed me that there were cables in the wall that needed to be fixed. I set up an appointment for a technician to come to my apartment between 2 and 4 pm on 10/22. I waited at home from 1:50 pm to 4 pm. During this time no technician showed up. I subsequently called Comcast to inquire about the location of my technician. The representative stated that they had called me and I had informed them that I did not know I needed to be home. This in fact is a lie. I was at home during this time. I never received a call from a Comcast representative. I was additionally informed that my appointment had been rescheduled for Saturday October 24th from 2 to 4 p.m. when I was unavailable. I was transferred between customer service agents. No one was able to provide me with a reason as to whom the dispatch office had actually spoken to. Nor could they tell me who had rescheduled my appointment. They were also unable to provide me with a technician on my originally scheduled date. I have spent over 3 hours of my time on this issue which has been uncompensated. I continue to not have access to Internet. On review of my current internet bill I am also still being charged for a full service.

Ticket: # 607636 - Internet Outage for two weeks straight

Date: 10/22/2015 4:32:34 PM

Received via: Internet

City/State/Zip: San Francisco, California 94103

Company Complaining About: Comcast

Description

Hi,

We are experiencing internet outages in the office for the past two weeks. It is unreliable and if we are trying to conduct a business, it is important that we have dependable internet. Internet is now being defined as a utility, and if our power and water can be reliable, why not the Internet?

This is causing distress in our office which is not good for our business nor Comcast's business.

All the best,

(b) (6)

Ticket: # 607851 - Service added to bill without my permission by Comcast

Date: 10/22/2015 5:35:23 PM

Received via: Internet

City/State/Zip: Tigard, Oregon 97224

Company Complaining About: Comcast

Description

A service (Speed) was added to my bill without my permission. I got someone at Comcast that removed the charge for this month but then I was switched to their sales department. When I tried to get my bill corrected to my old rate I was told that since I was 'canceling' that added service I was going to be charged at a new higher rate for the same service I previously had. The salesperson tried to sell me bundled packages that were all higher than my former rate. I spent 58 minutes on Comcast chat, I could not get them by telephone, and I could not get my bill fixed to the former rate. They said I had to talk to their complaint representative. They gave me an escalation number (151021-000232) with the promise that someone would call me. No one called. I want my bill corrected and I want my former rate.

Ticket: # 607861 - Data usage cap from AT&T and Comcast

Date: 10/22/2015 5:38:44 PM

Received via: Internet

City/State/Zip: Roswell, Georgia 30076

Company Complaining About: Comcast

Description

Hello,

I am writing today to complain about the data limits imposed by AT&T and Time Warner Cable. Given that the only options available in my area are AT&T and Comcast, I don't feel it is fair that they are able to have a policy charging me for data. Paying additional money for unlimited monthly data usage also seems like a bad deal for the consumer, and I'm still being charged what I believe to be an unfair premium.

To build on this, I think Time Warner Cable and AT&T should be reconsidered as being a two company Oligopoly. There are little to no other internet options available, and the only serious competitor as this point is Google Fiber. I do not have the availability of accurate data on how much of North America is covered by Google Fiber, but it seems to be a pretty small percentage.

A situation where only two companies provide a service and have similar pricing and policies is the definition of an Oligopoly. This idea is, in my opinion, directly opposed to the ideas of freedom and capitalism that America has thrived on since it's beginnings.

Please take my complaint of an Oligopoly into consideration, and move to give individual consumers access to unlimited internet data without paying additional fees or charges.

Thank you,

(b) (6)

Ticket: # 607871 - Comcast Install

Date: 10/22/2015 5:43:27 PM

Received via: Internet

City/State/Zip: Jesup, Georgia 31545

Company Complaining About: Comcast

Description

I am trying to get Comcast to install service in my subdivision. Comcast is requesting over \$10,000 for the install, and will not offer any payment plans to customers even though they will be received residual income nor will they approve any construction budget to fund the expansion in to the subdivision.

Ticket: # 607894 - Service Upgrade

Date: 10/22/2015 5:52:08 PM

Received via: Internet

City/State/Zip: Lancaster, Pennsylvania 17602

Company Complaining About: Comcast

Description

I have been offered service upgrade, by email, mail, and through logging in to my current account for several months. I decided to accept the offer two weeks ago, and filled out the appropriate online form. For the last two weeks I have been getting different reasons for Comcast's inability to upgrade the service.

Payment missed due to my account number being changed (unknown to me).

The offer was not displaying properly to the Comcast customer service.

I was disconnected from a call to customer service while attempting to fix the issue.

One Customer service told me that they could not access their internal site due to a software upgrade.

The last straw was when I was told a portion of the service was unavailable to me at my location, and that the other portions of the service would be approximately 15% more expensive.

Ticket: # 607905 - Comcast not delivering service as advertised

Date: 10/22/2015 5:56:05 PM

Received via: Internet

City/State/Zip: Nashville, Tennessee 37211

Company Complaining About: Comcast

Description

I don't know where else to turn. Every "solution" that Comcast has recommended to me has yielded no results. There are recurring, regular issues with my service to start, but more tangibly, I started paying for increased service speeds in June 2015, and while I experience them intermittently, I am getting lower speeds than I was paying for initially as often as not. I have speed tests saved almost daily from the past three months where my service either dropped completely or was at completely unacceptable low levels. Please, FCC... you are my only hope.

Please don't hesitate to reach out to me if there's anything you can do. I am at my wit's end.

Ticket: # 607918 - Comcast Business

Date: 10/22/2015 6:03:21 PM

Received via: Internet

City/State/Zip: Marion, Arkansas 72364

Company Complaining About: Comcast

Description

Because of the caps (300gb) that Comcast has on there residential service. I switched over to there business service. I explained that I have my on modem and there is no need for a tech to come out. I was told by the rep that a tech would have to come out to install. I set up the appointment for Oct. 3, 2015. The tech showed up and I asked him what would he be installing? I told him that I had my own modem. The tech said that there was nothing to install. He came in the house check the line and made a phone call and no other equipment was installed on Comcast end nor mine. When I received my bill it had a charge for telephone service which I don't have this service nor did I request to be charged for an install that I did not ask for.

Ticket: # 607963 - Comcast data cap extortion

Date: 10/22/2015 6:34:39 PM

Received via: Internet

City/State/Zip: Pembroke Pines, Florida 33025

Company Complaining About: Comcast

Description

Comcast continues trying to price gauge one way or another. This time, they are capping data allowance to 300GB per month, while at the same time giving "free speed upgrades" in order for people to reach that cap asap. After that, they demand an additional fee to raise the allowance. Many of us don't have a choice in the matter, because Comcast is the only internet provider available to us. This is monopoly in its purest form.

Ticket: # 607984 - poor service response

Date: 10/22/2015 6:46:50 PM

Received via: Internet

City/State/Zip: Naples, Florida 34113

Company Complaining About: Comcast

Description

requested service for lack of wifi

Told it would be 11 days before we could get technical support to our home

We pay for service and do not find this acceptable.

Contacted Comcast on 10/21 for phone tec service. They could not help by phone. Asked for service tec to come. Can not be scheduled until 10/31

Help Us!!!

Ticket: # 608001 - Internet Data cap

Date: 10/22/2015 6:53:25 PM

Received via: Internet

City/State/Zip: Parkland, Florida 33076

Company Complaining About: Comcast

Description

Hi, Comcast has recently imposed a data cap of 300GB per month for my account. They have been showing data usage over 300GB per month over the past few months. This is incorrect. I have logs set up on my own router which monitors all traffic in and out of the house. My my own monitoring shows that I am always 80 - 100GB lower per month than what Comcast reports. Comcast web site does not provide any details of how they come up with this usage data. Please see attached the detail I get when I try to look this up on their site. It does not give you any "detail". I did not care until now as I was not being charged based on data. However, this has changed and now they are billing me for overusage of data. The data usage number is wrong and I need Comcast to correct this immediately. Also, please try and do something to get us off the Comcast monopoly. This is not what America is about. I feel like I am in a third world country with these billing practicies - no accountability.

Ticket: # 608015 - Local Comcast office refusal to follow through with construction

Date: 10/22/2015 6:59:14 PM

Received via: Internet

City/State/Zip: Laurel, Mississippi 39443

Company Complaining About: Comcast

Description

For close to a calendar year, my fiancé (b) (6) and I (b) (6) have attempted to have the Laurel Comcast office fulfill their company's service agreement to relocate a barrier drop approximately 200 ft., for the purpose of cable/Internet installation. Prior to moving into our new location in the Summer of 2014, we called comcast/xfinity to ensure we could receive service at our new address since we both need it for work, and we were assured we could get service. We were initially told in the Summer of 2014 that it could take up to 3 months for the necessary construction work to be completed, which we were not happy with but were willing to accept. An account was created, we were even billed for services we did not even have access to, and we had to go through several escalations to get the charges removed. We have contacted the 1-800 corporate number numerous times, spoken with numerous call centers, supervisors, and technicians. Tickets and special order requests are always filed, only to be cancelled. We have been told cancellation occurs at both the corporate level and the from the local office. No names are given that have authorized the cancellations. Mr. Jimmy Haverson is the Comcast Tech responsible for construction issues at our local office. Mr. Haverson has said the reasoning behind our recent cancellation is due to our residence being within another Internet provider's territory, Bay Springs Internet. Upon contacting Bay Springs Internet, we learned that there is no such agreement between Comcast and Bay Springs Internet. Local Comcast Office techs have been to our residence to complete installation at least three separate times, only to find construction never happened. The techs all have said they will report this to their supervisor and that he would call us, a gentleman named Christopher Cobb. Mr. Cobb has never, not once, but never called either Becky or myself back to provide any answers for the lack of follow through. We have been shuffled around, lied to, made guarantees, and generally ignored. I want this issue resolved and I want Laurel Comcast to follow through and do their job in a timely manner. Thank you.

Ticket: # 608022 - Comcast/xfinity adding charges to my bill

Date: 10/22/2015 7:02:45 PM

Received via: Internet

City/State/Zip: Houston, Texas 77037

Company Complaining About: Comcast

Description

I spoke to a representative to ask about three charges that I did not understand in my bill. I have been getting charged 4.99 for a service protection plan since 02/07/2015 that I never agreed to, the agent stated the fee was placed due to the fact that Comcast send a agent to my home which would other wise be a \$70 fee. Comcast insisted on sending this agent because they did not set up my services correctly. Then there is a \$10 fee which first the agent said was for the modem when I informed him I have my own modem he then said it was for a landline or cell phone which I do not have, he said he would remove the charge and reimburse me. That charge has been on my bill since February of this year as well. For this months bill they decided to add a convenience fee of \$6.43 because I supposedly payed my bill with an agent, I always pay through the automated system and did not contact Comcast till today 10/22/2015. My husband called and now Comcast is denying reimbursing for the extra charges.

Ticket: # 608052 - Extra charge for fixing their issue

Date: 10/22/2015 7:15:35 PM

Received via: Internet

City/State/Zip: Milpitas, California 95035

Company Complaining About: Comcast

Description

I had what I was told to be an area outage and had scheduled a technician to come out. They did and performed some services and everything turned out great. Fast forward a month or so later I get a charge for \$70 for a "Residential Troubleshooting Call" which I was never notified about nor given a choice on to accept the fee or not all for them to do work to troubleshoot their outage. They gave me a partial credit but not the full credit since I was not experiencing a problem still.

So, my complaint in summary is around the fact I wasn't given a choice to accept the fee to schedule and perform work on a residential call which apparently is \$70/visit.

Ticket: # 608058 - Comcast Internet

Date: 10/22/2015 7:17:53 PM

Received via: Internet

City/State/Zip: Winchendon, Massachusetts 01475

Company Complaining About: Comcast

Description

Hello. This complaint is due to the fact that I was paying \$224/mo for the best Tripple Play package Comcast had. It was way over-priced, and Comcast's DVR service kept having problems, so we decided to completely have all of our Cable boxes and adapters pulled. When I made the call to Comcast, I specifically asked "Is this going to do anything to my internet speed?" The agent in the Customer Solutions group said reassuringly that having the video portion removed from my account would NOT affect my internet speed. I thought nothing of it until today when I did a speedtest, and realized that I was not getting (150Mbps x 20Mbps). I called Comcast, and after an hour and a half of a very nice woman troubleshooting with me (and me telling her it was NOTHING on my side of the modem) she transferred me back to Customer Solutions only to find out that my speed has been altered to (150Mbps x 10Mbps). There was nothing she could do to change it back to (150Mbps x 20Mbps) because they didn't offer the package anymore. I said that I didn't ask to have that portion changed!!!! She would not or could not change the speed back to where it was. Needless to say I'm a very unhappy customer right now. I wish FiOS was here because I'd make the jump in a heartbeat. Any help would be greatly appreciated. Thank You kindly, (b) (6)

Ticket: # 608066 - Comcast Service**Date:** 10/22/2015 7:21:02 PM**Received via:** Internet**City/State/Zip:** Nashville, Tennessee 37209**Company Complaining About:** Comcast

Description

Oh boy, where do I start. I had two great years with comcast before switching to U-Verse for pricing reasons. I have now switched back to Xfinity after moving. Setting this up from the start was a huge hassle.

First, I ordered a self install kit from Xfinity. It arrived in great condition, but I could not set it up because I have my own modem. Consequently, I had to schedule an appointment with Xfinity to install the service. Of course there were no open days in the week we moved in. There seems to be a massive lack of technicians in the Nashville area. This causes our household a giant headache because we both work from home quite often. This put us in a bad situation with our work schedule.

Once we were able to setup an appointment, the technician did not show up. We did not receive a phone call from Xfinity to tell us about this until an hour after the service period. This was very unprofessional. We made plans to be around the house during the evening so that we could allow the technician to setup our internet. Once again, Xfinity was of no help getting someone else out here to perform the setup.

We finally were able to get someone out here the next day. Service worked for about two weeks until both the cable and internet both stopped working. Again, comcast customer support was of no help. They did not diagnose the problem after several attempts and said we would need a technician to come out. ONCE AGAIN - there were no appointments for 7 DAYS!!!! That is just ridiculous. We cannot live without internet for that long because we work from home often. We ended up contacting an outside technician to come fix the problem since Comcast is not able to handle customer needs in a timely fashion.

Now, two weeks after the first incident we are back in the same boat. No working cable or internet. Comcast support is not helping once again. It is Thursday - and no Xfinity technician is available until Monday! Again, this is unacceptable since we need internet to work from home. We have talked to 3 customer service representatives and one of them even disconnected us after asking to speak to a supervisor! I have never had this much of a problem with Comcast. Service seems to have been getting worse over the years.

I will definitely be changing services when my contract is up due to these issues that Comcast refuses to address. There is no excuse for addressing customer needs in this fashion and in such a delayed manner. I hope this reaches someone that would like to inspire change in this company.

Ticket: # 608096 - sudden data limits

Date: 10/22/2015 7:42:04 PM

Received via: Internet

City/State/Zip: Davie, Florida 33314

Company Complaining About: Comcast

Description

I'm sure there is something wrong here because this cant be legal. Any time a company I have had a contract with changes their plan structure, old ones got grandfathered in and could be renewed if desired so folks didn't feel like they were being taken advantage of like this. We all know its not right but because they say they can, then so it shall be unless something is done about it!

What is worse, the very reasons for why Comcast stated these new plans were better for their customers have all been proven wrong. From the start, they admitted that the total bandwidth was lower than they were capable of handling, so at no time was some poor soul's download speed helped by limiting how much they and their neighbors could use each month. With such high rates for what amounts to the same thing we had a month ago , its impossible to imagine that anyone has found new inspiration or been driven to anything productive beyond how to get around this purely artificial limit that's been imposed on them.

"Whatever it is, we are allowed to do it." ~David Cohen, Comcast executive vice president. Do those sound like the words of a man who thinks what he is doing is right or does it sound like a man doing something because he can? He knows its wrong, you know its unfair, and even the Government Accounting Office reported the practice to be unjustifiable. So why hasn't this been stopped yet?

Ticket: # 608140 - Comcast internet caps

Date: 10/22/2015 8:14:11 PM

Received via: Internet

City/State/Zip: Miami, Florida 33165

Company Complaining About: Comcast

Description

Hello, recently Comcast announced that in the forthcoming months they will capping AND charging extra for internet if users passed their ridiculous data cap here in Miami. It is unacceptable that customers paying more than \$50 dollars monthly in internet alone have to now deal with limited internet like phone companies do. We use a couple of streaming services as well as online gaming and this caps are simply not convenient. Seems more like they are robbing peoples money instead of taking care of their customers. Please take a look at this outrageous data caps that are affecting so many customers already not just me.

Thank you

Ticket: # 608160 - Deceptive Business practices

Date: 10/22/2015 8:28:47 PM

Received via: Internet

City/State/Zip: Colorado Springs, Colorado 80907

Company Complaining About: Comcast

Description

On 9/28 I had called Comcast support, as I was having several issues with my internet service. My speeds were constantly running anywhere from 8Mbps - 12Mbps. This would occur over both wired and wireless internet connections. I am currently paying for the Internet Plus 25 package, with the Blast! upgrade. Which means I should see speeds of over 100Mbps.

Being in the tech industry, I spent several hours troubleshooting the issue, with no resolution, so I decided to call Comcast support. When the technician answered, I informed her of the troubleshooting steps I had taken. The technician who's name, I believe, was Jenette.

After I informed the advisor of the troubleshooting steps - they immediately said I needed to have a technician dispatched out to my house. I asked if this would cost any money, and the advisor assured me that since this would not cost money. I asked if she was sure, and she reassured me by stating there would be no cost. Janette then set up the technician to come out to my house on Oct. 5th.

The technician that came out asked me if I had a cable box in the house. He said that he found some signals that had low strength, so he would need to fix those, and he also received an error on his box that my cable box was not functioning.

I informed him that it was not functioning, and that it was broken since I received it a month prior, but he didn't need to worry about that, as I don't watch tv, and only received it as part of the package deal. He said that he would need to get that fixed, or it would go against his service score.

He then spent quite some time outside of my house working on the box. He came inside and went up to where my modem sits to ensure that was receiving the signal strength within his parameters. Satisfied with the work he did outside, he told me to test my internet out. This fixed my internet, and I was then receiving speeds of around 100Mbps again.

He ran a test on the cable box, and determined it to be faulty. He asked me if I wanted him to replace it, and I said it didn't matter, that I never watch TV, and only got it as part of a bundle. He then called a supervisor, or some kind of account rep, to see if I could get rid of the cable box. They informed him it was part of a bundled deal, and that they couldn't take it off.

This meant that he then spent several minutes locating a replacement box in his van, and hooking it up, so that he didn't get the error message on his box.

In contacting Comcast support today 10-22, I was notified that the reason for my charge was that the technician determined to be caused by an error within my home. They stated the technicians notes said that he replaced faulty cabling within my house, and also replaced a cable splitter in my house as well.

Let me make it clear, at no time did the technician replace a splitter, nor did he replace any faulty cabling in my home. To fix my internet, 100% of his work was done outside of my home. To fix my internet, he only came in to verify the modem was now receiving a good signal. The majority of the work the technician performed, was done to satisfy his 'repair score' by repairing a cable box that I could have cared less about, and was not at all mentioned during the Comcast call to support.

After all of this, comcast charged me \$70 for the technician to come out to my house. Let it be known, that Comcast was purposefully deceitful in multiple areas. Not only did the technician on the phone lie, and tell me the support was free, the technician that came out to my house lied, and said he replaced and did things within my house, that he absolutely did not do.

Let it also be known, that the following day - the technicians supervisor came out to my house for a followup. The technicians work on the box outside my house had caused it to be crooked, and the supervisor asked if he could set that straight for me - informing me that it may disrupt my internet for a moment. I gave him permission to do so, and he did that, while also opening the box, to check the previous technicians work.

I have retracted the name of the technician that came out to my house, but if thats something that is needed, he left a card, and I have his full information.

Regards,

(b) (6)

Ticket: # 608163 - Comcast Data Cap Lack of Transparency

Date: 10/22/2015 8:30:50 PM

Received via: Internet

City/State/Zip: Nashville, Tennessee 37205

Company Complaining About: Comcast

Description

Our family of two working adults and two small children who are in bed at 8p regularly exceed our arbitrary data cap, at a not-insignificant price. Even though that usage seems unlikely, Comcast does not provide us with specific information about what our data usage is (by the hour, or website, for example.) As Comcast has a virtual monopoly on the market, this feels predatory.

When my phone company charges me for extra text messages or minutes, They provide documentation. Why is Comcast not required to do the same?

Ticket: # 608184 - Data Caps with Comcast

Date: 10/22/2015 8:42:08 PM

Received via: Internet

City/State/Zip: Gallatin, Tennessee 37066

Company Complaining About: Comcast

Description

This month, Comcast has decided to instate a 300GB data cap for all of its users. As a member of a Cable-free family, this makes things...well, impossible for us. My parents both use YouTube daily to rehearse and sing (church music,) my five-year-old brother watches Netflix every day, and my fiancée and I also watch Netflix for a couple of hours every night. I also game for a few hours every couple of days. As it stands, today is Oct. 22nd and we have already reached our data cap. Comcast is now holding our internet ransom for ridiculous fees. (\$30 for 50GB...we currently pay \$45 total.) Our only other options are to switch to AT&T, which is too slow for streaming any media (and costs the same as Comcast or more), or to switch to Comcast Business, which costs 4x as much as our current internet for the same speed. We have run out of options. Please help. It's 2015; we're supposed to be progressing, not regressing. Companies like Comcast deserve to burn for their explicitly anti-consumer practices.

Ticket: # 608216 - Internet competition

Date: 10/22/2015 9:25:31 PM

Received via: Internet

City/State/Zip: Hialeah, Florida 33012

Company Complaining About: Comcast

Description

We need competition in the internet arena so that Comcast/Xfinity and At&t cannot continue to charge exorbitant prices for the internet with slowing speed. Europe has very fast and affordable internet. Stop subsidizing these monopolies with my Tax dollars.

Ticket: # 608233 - Stop the cap - comcast

Date: 10/22/2015 10:01:56 PM

Received via: Internet

City/State/Zip: Cutler Bay, Florida 33289

Company Complaining About: Comcast

Description

I feel that it is unfair that Comcast is changing the terms of my internet usage. How ever they now control the meter that will be charging me monthly. This is not fair this is extortion. Please help.

Ticket: # 608275 - 300 GB Data Limit

Date: 10/22/2015 11:06:53 PM

Received via: Internet

City/State/Zip: Miami, Florida 33157

Company Complaining About: Comcast

Description

Comcast is starting to limit data usage to 300 GBs a month which is ridiculous when everything we do now relies on Internet. I download 0 things besides operating system updates for my devices (which tend to be large each), I stream a lot of video, I also work a lot from home a lot. Today on the 22nd I receive a notice that I am at 90% of the data limit for the month and still have over a week to go... That's ridiculous that I'm going to have to change my lifestyle like give up working from home because Comcast wants to charge me \$30 extra a month to continue using my internet service normally. I'm single and own my own home, I can't afford the extra ridiculous charge...

Ticket: # 608303 - Comcast Bait and Switch Data Cap**Date:** 10/22/2015 11:52:52 PM**Received via:** Internet**City/State/Zip:** Douglasville, Georgia 30134**Company Complaining About:** Comcast

Description

I recently switched over to Comcast "Blast!" Internet service at 75mbps in September and the representative that set my account up explicitly told me that there are no data caps and I would not be charged for data usage. The rep kept telling me what all I could do with that much bandwidth, completely ignoring the fact that it would take up my data allotted, which he told me didn't even exist. Point is, I was never notified of any cap on data usage prior to setting up my account nor during or after my account was active.

Now one month into having internet service with Comcast, I get a notification that I've reached my data cap's limit and will be charged \$10 for every 50gb I go over. I called Customer Service and after being transferred 8 times with a 1 hour call time I finally get told that by a "Tier 2 CSA Rep" named Jeff that it just went into effect October 1st and I should have been notified by e-mail. Then after putting me on hold for 15 minutes he tells me the notification was by postal mail. Then he tells me this data cap has been in place "forever". After explaining to him that before I set up my account, the rep that set my account up explicitly told me that there were no data caps, Jeff tells me there's nothing he can do for me besides telling me to start streaming content in lower resolutions and asks me if "We're done".

My "data cap" is at 300gb and to put that into perspective of real life usage, simply streaming music through my Tidal account will roughly use 1gb per hour and streaming video content such as Netflix uses about 3gb per hour. So if you watch just 3 hours of video/tv a day and stream 2 hours of music a day for a 5 day work week that's already roughly 250gb a month! This is not including weekends whatsoever and this does not even include any webpages visited or any files downloaded!

Please help! Comcast needs to be held accountable for the way they're treating their customers!

Ticket: # 608381 - Unable to connect

Date: 10/23/2015 5:43:25 AM

Received via: Internet

City/State/Zip: Murfreesboro, Tennessee 37129

Company Complaining About: Comcast

Description

I lost all Internet and cable connection at 11:45 am. I contacted the company and was told it was a modem issue and to take it to the nearest customer center. I did that. When I was still unable to connect and explained I work from home and had lost hours of work, I was laughed at repeatedly. I was then transferred to technical support. After a while I was told I needed a service call and someone would be there by 5pm. I questioned that since it was already 4:30, but I was assured there was a technician in the area and I was next. I called again at 6pm and was told no technician was scheduled and I got the standard "nothing was noted on your file". I have lost count of the number of times I have heard that after being promised something. I was then told the earliest anyone could come is 2 days away between 5-7. So once again Comcast is not providing a service they are being paid to provide. Their staff repeatedly makes statements that are false. I had a price quote in writing from a chat session, for my employer and was told clearly they would not stand behind the price quoted. The charges were around \$100.00 more than was quoted. They of course had no record. I sent them a copy of the record. As always I was given the runaround. Is there any recourse? Is there anyway to get this company to actually provide services they are being paid for? I would appreciate any assistance, I understand there is probably nothing you can do, but would maybe if enough people come forward there might be something in the future.

Ticket: # 608385 - comcast

Date: 10/23/2015 5:47:34 AM

Received via: Internet

City/State/Zip: Boston, Massachusetts 02116

Company Complaining About: Comcast

Description

I was told by a previous customer service rep that once my bill increased they would allow me to go back down to the introductory rate. When I called recently they did not allow this. Also I've had a number of issues with comcast, including them cutting off my service without warning, extra fines that were not disclosed and I never agreed to, and reps signing me up for services that I never agreed to.

The FCC really needs to crack down very aggressively with Comcast. I'd leave them in a heartbeat if there was any competition. Regional monopolies need to be ended, and this company needs to be broken so it can no longer corner market and extort people from their hard earned money. There's a stark difference between fair competition and using the legal system to monopolize the market and effectively create their own currency press. Comcast clearly falls into the latter category. They hardly add any value, and would be crushed if there was any actual competition.

Ticket: # 608397 - Internet competition

Date: 10/23/2015 6:09:26 AM

Received via: Internet

City/State/Zip: Hialeah, Florida 33012

Company Complaining About: Comcast

Description

We need more than 2 options for internet service to drive competition so that we can have fast and reliable internet service like Europe. You are a government entity and you are supposed to protect the citizens not oligarchies such as comcast and at&t. It is shameful that I even have to file a complaint considering this is the land of the free and we should have multiple options!

Ticket: # 608429 - Comcast: No Internet

Date: 10/23/2015 7:49:35 AM

Received via: Internet

City/State/Zip: Lansdale, Pennsylvania 19446

Company Complaining About: Comcast

Description

We pay a great amount of money each month for Internet services through Comcast, yet our Internet never works. They refuse to address the issue despite countless calls to them. Yet, we need to pay \$400 to break our contract according to them. So we are stuck. Please help.

Ticket: # 608469 - Data Usage and Billing

Date: 10/23/2015 8:18:58 AM

Received via: Internet

City/State/Zip: Memphis, Tennessee 38134

Company Complaining About: Comcast

Description

I have been with Comcast for years. For the very first time, I received a memo stating that I was approaching my data usage limit. I contacted customer service on 10/22 and 10/23, 2015. On both occasions, the customer care representatives were not able to assist me. No representative could explain why I had suddenly received a cap on my internet data (300GB). They transferred me several times and finally hung up in my face.

I also have an issue with billing. When I signed up for a new plan, they told me one price and billed something else. I was told that with taxes and everything, that I would be paying \$130. My bills have been for \$161 or more. Again, I called and addressed my issue and no representative was able to assist and rectify the problem. I am writing this complaint to the FCC for the underhanded and dogmatic tactics of Comcast. I was a loyal customer for comcast and they all of a sudden changed on me when i signed up for the 2 year agreement. I hope that the FCC would investigate these unfair and predatory practices. Thanks in advanced.

Ticket: # 608471 - Comcast is charging me modem rental fees for the last 10 months for a service and equipment that is not valid

Date: 10/23/2015 8:24:20 AM

Received via: Internet

City/State/Zip: Deerfield Bch, Florida 33442

Company Complaining About: Comcast

Description

10 months ago I canceled my internet service with comcast and returned my rented modem to the comcast store. Since that time comcast continues to charge me \$10.00 modem fee every month. I called them 7 times and all 7 times the customer rep apologize and said they will submit a credit of 10 months worth of fees. As of now I still have not seen the credit and i am tired of calling them. This is the worst company to deal with. They lie straight to your face there service and customer service is horrible.

Ticket: # 608486 - Data Cap

Date: 10/23/2015 8:38:41 AM

Received via: Internet

City/State/Zip: 2321 E Las Olas Blvd, Florida 33301

Company Complaining About: Comcast

Description

This is absolutely ridiculous, a 300 GB cap on cable internet. This is legal extortion from a monopoly. There is no reason on earth for this. Either give me more options from other companies for my internet /cable (legitimate ones AT&T is a joke most places including where I live), or just come out and say that Comcast is allowed to do about whatever it wants to its customers because we have no other alternative. My cellphone even has unlimited internet for less than what I pay Comcast probably because they have competition. This 300gb cap is nonsense and should be stopped.

Ticket: # 608532 - Comcast Strong arming Consumers

Date: 10/23/2015 9:03:51 AM

Received via: Internet

City/State/Zip: Cordova, Tennessee 38018

Company Complaining About: Comcast

Description

I have comcast provide internet to my house at 935 cully RD cordova TN 38018 and since the first day comcast was trying to squeeze more money out of me they promised 12mbs but didnt get more than 3mbs, I signed up for auto charge but the didnt charge my account so they can get late fees, limit my download so they can force me to upgrade to a more expensive plan, rude customer service . its a shame in a free market society we only have two choices for internet providers both are worse than each other this is the monopoly , look what happens in the cellular market prices are falling and customer service is getting better.

Ticket: # 608536 - comcast billing

Date: 10/23/2015 9:04:38 AM

Received via: Internet

City/State/Zip: Alsip, Illinois 60803

Company Complaining About: Comcast

Description

I am being overcharged by Comcast for Internet services. They are charging me for a modem lease that I do not have. They also have charges on my bill that I so not owe and I cannot get a hold of anyone to fix these issues. They will shut off the services if i do not pay the inaccurate bill & make it impossible to correct the bill

Ticket: # 608573 - Comcast Limit complaint

Date: 10/23/2015 9:18:58 AM

Received via: Internet

City/State/Zip: Miami Lakes, Florida 33016

Company Complaining About: Comcast

Description

I have been a loyal customer of Comcast and I stream all media from the internet. I have been a cord cutter for more than 1 year now. I pay for the premium internet already and now they have implemented a limit of 300GB which is not fair. There is no other provider in the area that can give me the necessary bandwidth for my family to use the internet for School, Work or Entertainment without a major degradation of service. This limit seems to be very unfair for them to place it in the manner they have. The only option is for me to pay more for an unlimited. That should not be correct.

Ticket: # 608606 - Data cap and false advertisement

Date: 10/23/2015 9:32:17 AM

Received via: Internet

City/State/Zip: Norcross, Georgia 30071

Company Complaining About: Comcast

Description

I signed up for internet 2 months ago and was charged 80 to install without prior notification. I signed up for the online new account special 39.99 a month only to be bill full price of 69.99 . To cap it off the data cap usage was not mentioned at sign up. Comcast is very sneaky with false advertisement

[Ticket: # 608850 - Hotaspot not working](#)

Date: 10/23/2015 10:47:36 AM

Received via: Internet

City/State/Zip: Willingboro, New Jersey 08046

Company Complaining About: Comcast

Description

I called and complained about not being able to get on a xfinity hotspot on Sunday. The Rep. Told me it should be resolved within 24-72 hours. Its Friday and when i call today the Rep wants to fill out another ticket and as soon as i ask to speak to a Supervisor, the Supervisor is always unavailable or they'll call me right back. My issue is still not resolved and its Friday. The problem has been going on for months on the phone with them for over an hour today and the best is another ticket..

Ticket: # 608908 - Internet service

Date: 10/23/2015 11:07:06 AM

Received via: Internet

City/State/Zip: Fort Lauderdale, Florida 33301

Company Complaining About: Comcast

Description

I was having connectivity issues with my internet at home for over 3 weeks, I had called comcast several times and was assured that there was no problem, after which I demanded a service tech visit. The appointment was scheduled without notifying me that there would be a \$39.95 charge for the visit. Later the next month when going online to pay my bill the charge was there without my knowledge. Had I known there would have been a service charge I would have canceled my subscription. It was fraudulent to add a fee without notifying the client.

Ticket: # 609052 - Modem leasing fee overcharge**Date:** 10/23/2015 11:50:53 AM**Received via:** Internet**City/State/Zip:** Park Ridge, Illinois 60068**Company Complaining About:** Comcast

Description

We have been leasing our current internet modem from Comcast for over 4 years at \$10/month (rate may have increased during this time to current value). The amount we have paid Comcast in that time is over 500% above the retail value of modem which is around \$85. In the construction industry it is typical to charge rental up the the retail value of the equipment and then stop charging. I assume this is being done to 1000's of customers in Illinois alone and is a rip-off to the customer. I have contacted numerous Comcast customer service and Service Recovery specialists and been stonewalled in as much as they say this is their position and there is no relief unless I return the modem to them (and buy my own - which I plan to do since I have no other option with Comcast other than continue to get overcharged). I also contacted the State of Illinois AG office and they wrote back stating they could not help, although they understood my issue and plight.

I am looking to the FCC to right this potentially massive corporate rip-off on the public who has little recourse in this issue. I assume most customers rent their modem, as they do set top boxes for their TV. The internet service is useless from day one without a modem.

Can you help with the overcharge on modem leasing with the same modem over time?

Ticket: # 609074 - Re: Cable Price

Date: 10/23/2015 11:57:04 AM

Received via: Internet

City/State/Zip: Shakopee, Minnesota 55379

Company Complaining About: Comcast

Description

I signed into my account and was offered a deal. At the end of the transaction I had to do an online chat. I was told this deal was for new customers only. I could have the package for \$50.00 more. I logged into my account twice and was offered this deal. It does not tell you until the end that you are not eligible. The website recognizes the products that you already have so it knew I was not a new customer. I wrote to comcast and their response was that I am not a new customer. Ryan generously offered another \$10.00 off. I could have the package for \$139.00. His rationale was that I was told at the end I did not qualify. I think it is fraudulent. Websites today have the ability to recognize customers under their account. It gives me my bill. If it was truly only for new customers why wasn't it clearly marked on the first page?

Ticket: # 609092 - fraud

Date: 10/23/2015 12:03:38 PM

Received via: Internet

City/State/Zip: Meadowview, Virginia 24361

Company Complaining About: Comcast

Description

Mystery shopper for walmart with 1995.06 check

Ticket: # 609119 - Data Cap stuck paying for something I didn't sign up for.

Date: 10/23/2015 12:13:36 PM

Received via: Internet

City/State/Zip: Parkland, Florida 33067

Company Complaining About: Comcast

Description

Comcast has rolled out a data cap limit of 300mbs a month in my area. I have been over the "limit" for the past 3 months before it was enabled on my account. I have a 3 month grace period to lower my usage, pay \$30 more a month, or change providers. The problem is they say I'm under a contract so I can't easily change providers without more fee's or a difficult battle. I had spoke with them before and disputed the validity of the contract basis because I didn't sign up for a two year contract but short of a legal battle or paying them off there's not much I can do. They should at least grandfather in people who are over the limit until the contract is finished. I wouldn't even mind if I was able to have a plan with built in unlimited if it was rated at a higher speed. It's just that they are changing my service and increasing my cost by 20% more per month and it simply because I don't want their tv service. I am what people call a "Cord Cutter" or I'm trying to be. This is their next step to drive the competition of content providers out and it isn't right.

Ticket: # 609153 - Comcast Data Cap

Date: 10/23/2015 12:22:03 PM

Received via: Internet

City/State/Zip: Margate, Florida 33063

Company Complaining About: Comcast

Description

I am very disappointed in how Comcast is looking for ways to increase my \$280 per month bill to an even higher amount. A recorded message last night indicated I have reached my limit and additional costs will be automatically applied. Rhetorical question; Don't they think \$280 per month is enough for cable and internet for a small household?

On a side note - I recently cancelled an alarm system with them due to the incompetence of their sales force. Their sales team changed my cable package from premium to standard, and from 3 DVR's to one X1 platform on my account that they choose not to discuss on the call when I was agreeing to the service. That is why Comcast asking for more funds does not surprise me. They do not care about their customers. I guess they are too big now to care.

Ticket: # 609166 - Internet Oligarchy

Date: 10/23/2015 12:25:56 PM

Received via: Internet

City/State/Zip: Knoxville, Tennessee 37932

Company Complaining About: Comcast

Description

I live in Knoxville, TN and there are obvious back door deals in place which limit any resident in the city to one cable provider and one DSL provider. Though there are 11 different providers in this area, each home or neighborhood has been divvied out between the companies that completely stifles any type of benefit to the customer of competition between companies. I am forced to use Comcast, a company that has some of the worst business practices and is openly using our city as an illegal test bed for data capping (Our laws state that they must provide the same service to all customers). I hear of people complaining all the time, but nothing seems to be being done for reasons that I have never been given. I would be happy to give my money to a company that I feel isn't out to drain as much money out their customer's as possible.

Ticket: # 609208 - Failure to Meet Service Level Agreement, Unfair Billing Practices**Date:** 10/23/2015 12:43:46 PM**Received via:** Internet**City/State/Zip:** Jacksonville, Florida 32224**Company Complaining About:** Comcast

Description

We use Comcast Business for the high speed internet as it is our only option for high-speed internet in this area. We continuously have connection speeds drop well below our service level agreement, which affects our business substantially - to the point of not being able to communicate with people who call us on our VOIP phones. We have their 50-down / 10-up plan, and it has been confirmed to be more than enough speed for our VOIP phones and the few people in our office to connect online. I requested that they fix this issue several times, because we need what we were promised in our agreement. They send people out but the issue remains - the connection speed is not reliable and it is harming our business.

The problem is they will not increase the bandwidth to meet our needs without charging us more money. I should not have to pay more money to get the service I was promised within our contract. They have not resolved the issue yet, and it's been happening since we signed up with them (over a year). Why should they be able to demand more money from us because they are not meeting their agreement? That is wrong. I tried resolving this without filing a complaint, but nobody seems to care about the threat of complaints.

What I want is consistent reliable connection speeds so I can focus on my business at the rate they agreed to provide that service. The best I could get from them was an \$80 discount from our bill, and yet another tech sent out to the building... they've sent techs around 5 times already so I don't think that will do it. Plus, \$80 is not a solution it's nothing compared to the lost calls and lack of service which is diminishing our sales efforts and hampering our ability to serve our clients.

They said they would provide 100-down/20-up plan at the price of the 75-down/15-up agreement. I did not want to pay more money just to meet the service level promised at the 50-down/10-up plan, but without other options, I said "sure, send me the contract". On the phone they said nothing about that being a "introduction price", and after year 1 it would cost me 199 per month. I was disappointed and frustrated by that tactic. I shouldn't have to pay double the amount to get the connection I was promised originally. I can live with an issue from time-to-time, but we're consistently dropping below a functional level of service and nobody seems to be able to solve the problem, they just want to charge me more money to "fix it".

Ticket: # 609395 - Data overcharge

Date: 10/23/2015 1:36:44 PM

Received via: Internet

City/State/Zip: North Charleston, South Carolina 29406

Company Complaining About: Comcast

Description

I'm being charged for data not used. I have a 300gb and I track my data and I'm no where near 300gb. Comcast claims I've use 300gb of data within 18 days.

Ticket: # 609446 - Comcast wont fix their system to match up with my correct charges & shut off my internet

Date: 10/23/2015 1:51:18 PM

Received via: Internet

City/State/Zip: Northville, Michigan 48167

Company Complaining About: Comcast

Description

Comcast charged me an early termination fee and deducted \$800 from my bank account, this was in error and was rectified by Judy K at corporate. I currently only have Internet at my location. My internet was shut off because they will not update their system to be correct with the \$800. It says I have a credit of \$712 and they took \$800 from that (in reality it was an even swap because it is incorrect) so, they are holding \$87.00 as a charge because the system is incorrect. I didn't give them \$712.. they took 800 and gave me back 800. I also have credits from changing my service to internet only 8/18. I was due a \$150 & \$49 credit during that time, which they said they used these credits for something else on my bill (they change their story non stop)

My internet is shut off.. unless I pay money I don't owe them.

I even talked to the billing department and he told me it's 100% wrong and I need to talk to the person at xfinity home. I spoke with a supervisor at Xfinity home and he said I needed to pay \$330 so all my credits went to that.

I'm at a complete loss, and this complaint is a mess because I still am unsure what actually is going on .

I have spoken to customer service, billing, corporate and Xfinity home. No one has a clue and tells me a bunch of different things. I have been hung up on constantly & have spent 3 months on this. Now I don't have internet hooked up unless I pay something I don't owe them.

I am attaching my screen shots of my bill. Along with screen shots of what corporate has on their screen. Also on my bill it says I only have TV .. I turned in my box over 2 months ago so that's not correct.

Thank you

(b) (6)

Ticket: # 609573 - Unsatisfactory support, customer service

Date: 10/23/2015 2:30:11 PM

Received via: Internet

City/State/Zip: Columbus, New Jersey 08022-1875

Company Complaining About: Comcast

Description

Comcast caused me to lose my Internet connection when I canceled telephone service with them. Every tech support session failed to correct the problem, and I made myself available for a technician's visit. No one showed, and re-contacting Comcast revealed I never had the appointment. I have spoken with 31 individuals to date, promises of call-backs were broken, and I have logged 13 hours of my time seeking an appropriate resolution. They offered me slight compensation for my outage and took no responsibility for the incompetent manner in which my case was handled.

Ticket: # 609599 - bundled service issues

Date: 10/23/2015 2:37:52 PM

Received via: Internet

City/State/Zip: Martinsville, Virginia 24112

Company Complaining About: Comcast

Description

Consumer said that he has Comcast. He was supposed to have internet and home security installed today. He said that the appointment was scheduled the 23rd today from 8-12. He said that when they didn't show he called the company and they said that she did see the information about his installation today but to wait until at least 12. He never got a call when they were supposed to come so he called when they didn't show and he got transferred all around to different departments but no one could assist him. He was then told that the appointment wasn't going to be until the 28th. He spoke to a supervisor who escalated his complaint. The supervisor said that he would call back within an hour to let him know when they would come later today or tomorrow morning. No one called so when he called back again he was told that the 28th is the day of his appointment. As a resolution he would like to know why his services were not set up today. He took off work to have the services installed and went through so many inconveniences today when the issue was not his fault. He said that they also need to teach the reps how to document the calls because he said he had made calls to Comcast previously to the 21st and there was nothing in the notes about it. ***CTR 354-phone***

Ticket: # 609678 - Apartment complex will not allow other local ISPs to provide service to tenants

Date: 10/23/2015 3:06:40 PM

Received via: Internet

City/State/Zip: Beaverton, Oregon 97003

Company Complaining About: Comcast

Description

(PROCESSED BY CTR 364) (b) (6) states that his apartment building (Victory Flats at Elmonica in Beaverton, Oregon) does not allow any other ISPs but Comcast to serve its tenants. (b) (6) feels that this is a violation of FCC regulations, and has brought this to the attention of management. Management has told (b) (6) that they would be fine with it, but claims it is a "zoning or permit" issue that prevents the other ISPs from being able to provide service to the tenants.

(b) (6), who wants to use FiberSphere instead of Comcast, disagrees with this and wishes for the FCC to look into this matter.

The FCC Order and the U.S. Court of Appeals for the D.C. Circuit ruling are linked below.

http://hraunfoss.fcc.gov/edocs_public/attachmatch/FCC-07-189A1.pdf

<https://pacer.cadc.uscourts.gov/common/opinions/200905/08-1016-1182133.pdf>

Ticket: # 609776 - Comcast Data Caps

Date: 10/23/2015 3:35:32 PM

Received via: Internet

City/State/Zip: North Miami Beach, Florida 33162

Company Complaining About: Comcast

Description

Comcast is apparently "testing" a data limit feature on their customers. They've been "testing" this for 2 and a half years now. Comcast obviously knows their customers are heavy duty users of their internet service and are just trying to make a blatant attempt at capitalizing on it. 300GB a month is not enough. It's ridiculous, most people that choose between AT&T and Comcast consider in mind how much they plan on using it. Simple users opt for ATT, heavy users opt for Comcast, since they're mostly downloading games and movies and watching TV. 300GB is NOT enough for the majority of comcast users. If we want unlimited data, we have to pay an extra 30\$ a month.

Ticket: # 609779 - Internet caps Comcast

Date: 10/23/2015 3:35:59 PM

Received via: Internet

City/State/Zip: Friendsville, Tennessee 37737

Company Complaining About: Comcast

Description

I strongly protest the new cap of 300Gb on my internet, especially when part of that cap is my phone line, and I have been on hold with Comcast numerous times. This cap arrived after I increased my speed and added phone to the Comcast system. This is a travesty, we haven't increased our normal usage and now I have to be an bandwidth usage dictator to keep from overcharges. There is no accurate or instant bandwidth meter available, so I have no way to monitor it like you can a electric meter or water meter. As far as I know, Comcast is most likely lying about my usage. I would drop Comcast but ATT service here is even worse, and Comcast has a cable monopoly here.

Ticket: # 609794 - Datacap

Date: 10/23/2015 3:40:05 PM

Received via: Internet

City/State/Zip: Miami, Florida 33186

Company Complaining About: Comcast

Description

I have been a Comcast client for the past 5 years but this month they decided to put a datacap on my internet usage (300GB monthly). They are also disrespecting me with popup windows on my internet browser informing me that I only have 10% of data left (the latest one that I had already used 100% and extra use would infer in extra charges).

This is completely abusive. Comcast has no competition in my area so it is not as if I could just leave them and sign with someone else. It is known that cities where Comcast competes with Google Fiber the service is cheaper and there are no datacaps.

If network congestion was an excuse for Comcast to cap my usage, why did they start doing this now and not 5 years before when I first signed up? Is Martin Shkreli their CEO now? I already pay through the nose for service yet Comcast Corporation thinks it is a good idea to charge me even more!

Please help

Sincerely

- (b) (6)

Ticket: # 609871 - Internet caps

Date: 10/23/2015 4:02:51 PM

Received via: Internet

City/State/Zip: Miami, Florida 33177

Company Complaining About: Comcast

Description

Internet caps on home internet when there is no competition is a disgusting money grab. This is not ok. Not only are they taking advantage of their monopoly. Since when are monopolies legal?

I WANT COMPTITION AVAILABLE IN MY AREA!!!

Ticket: # 609913 - Comcast-Internet-TV

Date: 10/23/2015 4:15:16 PM

Received via: Internet

City/State/Zip: West Hartford, Connecticut 06107

Company Complaining About: Comcast

Description

Postal Mail Ticket Ready For Data Entry

[Ticket: # 610031 - Comcast's monopoly raising prices erratically, customer service makes promises on price but they lie, forced me to get an unwanted phone line](#)

Date: 10/23/2015 4:46:17 PM

Received via: Internet

City/State/Zip: Chicago, Illinois 60642

Company Complaining About: Comcast

Description

Comcast's monopoly raising prices erratically, customer service makes promises on price but they lie, forced me to get an unwanted phone line

Ticket: # 610079 - Billed and charged incorrect amount despite being promised it was fixed. Was never contacted back as promised. There are chat transcripts confirming.

Date: 10/23/2015 5:00:03 PM

Received via: Internet

City/State/Zip: Atlanta, Georgia 30312

Company Complaining About: Comcast

Description

Comcast has messed up 2/2 bills they have sent me. Recently after much reluctance the woman I was speaking too finally admitted my rate was messed up and told she would credit my account the difference and someone would call me about fixing the issue long term within 5 business days. That was over 14 business days ago and they never even credited me the amount and in fact automatically billed me the incorrect amount. I will attach the chat transcripts at the bottom. I know at least one other friend who is being billed the exact same incorrect amount. The transcripts from September 29th are the most important ones.

Ticket: # 610098 - New price for internet data usage cost is unreasonable and questionable

Date: 10/23/2015 5:05:40 PM

Received via: Internet

City/State/Zip: Miami, Florida 33161

Company Complaining About: Comcast

Description

Comcast is currently running a "trial" data cap for its Internet subscribers in the Miami/South Florida area that raises prices for users unreasonably, especially for households with many dwellers. 300gb is nowhere near enough for the average 21st century Internet user, and is met by Comcast with very harsh costs, sometimes up to 50% more than what subscribers originally pay before the sudden cap on data. The billing system Comcast uses is also very flawed and continues to be a headache as a consumer. As of this date, I have a billing error on my account that still, after 30+ days has not been corrected and is charging me 10% more for services than it should be. I have made several attempts to get Comcast to fix the billing problem (for which I have a receipt and dated, signed proof I should not be billed for, as well as admission of error on their end), and yet I am still expected to pay the erroneous bill in full each month while they take 7-10 EXTRA days each time I call their customer support for assistance.

Ticket: # 610132 - Duping seniors with internet services

Date: 10/23/2015 5:26:26 PM

Received via: Internet

City/State/Zip: West Palm Beach, Florida 33417

Company Complaining About: Comcast

Description

I received my Comcast Internet bill today and was shocked to see that it jumped 80% from \$29.95 to \$53.95. I called Comcast Cable and was told the reason was I was paying an introductory price of \$29.95 for 1-year of internet service. I was never informed of this when I ordered this service. I then asked the representative that if this was only a special price for 1-year, why have I been paying this \$29.95 since June of 2014, almost 16 months. He had no answer. He said the only choices I have was to get a speedier service at a much higher price or decrease my speed substantially for the same \$29.95 a month. Approximately 8 to 10 months ago, I was confronted with an unsolicited, additional \$10.00 increase on my bill, from \$29.95 to \$39.95, for "Internet boost". When I called Comcast to inquire as to what this meant, they said they were "boosting" my internet speed. I asked how they could charge me for something I didn't order and their response was, "we thought you would like the extra speed". I told them to immediately remove the \$10.00, and they did. I'm a senior on a fixed income, I believe they are praying on helpless seniors who can't do anything about their unscrupulous tactics. I do hope someone does something about this situation. Thank you.

Ticket: # 610139 - 300gb hidden data limit

Date: 10/23/2015 5:29:38 PM

Received via: Internet

City/State/Zip: Brandon, Mississippi 39042

Company Complaining About: Comcast

Description

Increasing bandwidth to hit new hidden 300gb data cap faster to extract money from customers.

Ticket: # 610181 - Bad Customer Service Called a Racist**Date:** 10/23/2015 5:52:30 PM**Received via:** Internet**City/State/Zip:** Parkton, Maryland 21120**Company Complaining About:** Comcast

Description

After long chain of trying to get help I am routed to Comcast in Philippines. Lots of details I am leaving out and IF FCC really interested I will fill in blanks. This was one of just one of several times in after normal business hours this has occurred. Routed to Philippines is not my issue. Its the training or lack of is why I am complaining. Comcast Philippines do not listen to what I say nearly ever. They appear robotic. The extreme is they call me ma'am even after many times I tell them I'm male. This time they could not comprehend I only wanted Comcast to check incoming into house signal and strength and I would not be home. It has gone out several times this week and according to Comcast only my house. Fast forward my wife happened to be home when contractor to Comcast appears and appeared not to know any reason he was at the house only he had a call to make...that's typical from what I have seen. My wife then puts me on phone and contractor confirms he does not know why he is there..... that's when I lose it and call Comcast Philippines "dipshits" He decided he was offended and after the call tells my wife I'm a racist. Whoa..... I'm white, wife is black....he can create big problems at home for me making accusations like this....he seems incompetent too or at least unable to decide if I have problem or not.....as later I call Comcast Customer Service back and find out he did not complete the service ticket and again Comcast is sending another technician tomorrow.... this time a real employee....which I usually ask for but may not have asked this time.....FYI...ask Comcast for quality reasons they record everything according to them! THEY SHOULD KNOW ENTIRE STORYSo I'M PISSED A CONTRACTOR for Comcast called me a Racist for calling Comcast Philippines a dipshit. He is correct I should not have use word dipshit....I should have used grossly incompetent and he was too. Racist no...ask my wife of 15 years..... expecting too much out of incompetents and losing my cool after too many run ins with Comcast going back many years, yes I am guilty .

Ticket: # 610203 - My internet

Date: 10/23/2015 6:14:52 PM

Received via: Internet

City/State/Zip: Plantation, Florida 33317

Company Complaining About: Comcast

Description

I have been a customer with Comcast for nearly five years, I have had so many problems with my internet , I am a radio show host with blog talk radio and I can not stress how many times I have lost a show because of my internet. At times when I call the corporate office and then customer service calls me. It is not enough , my bills are close to \$180 per month, and I was able to get a discount when speaking with Ms Diseree, I am very concerned of adapting to internet service which at times gives me problems. I would really appreciate a discount for the next year on my service not an amount which changes to a different amount when paying. Incorporate everything and give me a discount. When I was a new customer I did received a very good deal after that it went up very fast.

Ticket: # 610225 - Comcast 300GB Cap Space

Date: 10/23/2015 6:28:53 PM

Received via: Internet

City/State/Zip: Doral, Florida 33178

Company Complaining About: Comcast

Description

Comcast has decided to hold my internet hostage. Either I pay them \$30.00 more for unlimited data cap or limit myself to an unrealistic 300GB per month.

The worse thing is that they advised me only AFTER them imposed this policy. On October 4th I received an email advising me of this. When I called to complain, they said that they had sent me a notice of this in the mail the month prior. The mail that they sent arrived on October 10th.

Comcast is clearly trying to purge us for more money because there is no competition. It is unfair to hard working people like me that we have no choice but to pay them. As it is, I currently pay them over \$240.00 a month for their tripple play package. Now it is either I pay them \$270.00 for unlimited, or \$240.00 and have limited use for a service which is already very expensive, or not pay the unlimited and go over the 300GB cap and pay HEFTY penalties.

How come in today's world where the internet is so important that a company like Comcast is allowed to squeeze us like mobsters and the Federal government says nothing?

All three of my kids have to use the internet to do home work. I have to use the internet for work because I have to connect via a VPN that uses 20Mb/sec. They clearly are making it unfair and difficult for consumers like myself.

Ticket: # 610235 - Comcast Data Caps

Date: 10/23/2015 6:40:49 PM

Received via: Internet

City/State/Zip: Hallandale Beach, Florida 33009

Company Complaining About: Comcast

Description

Comcast, being the only choice for many people, is limiting their bandwidth in a very obvious move to make money off those that choose to stream their entertainment.

Enclosed is the letter I will also be sending Comcast.

Ticket: # 610237 - Comcast Wants To Charge Me For a Modem Rental That Does NOT Exist

Date: 10/23/2015 6:43:55 PM

Received via: Internet

City/State/Zip: Cicero, Illinois 60804

Company Complaining About: Comcast

Description

Comcast mailed me the attached letter informing me that they are going to charge me \$10 a month for a voice/data modem rental. That is a problem because I bought and am using my own voice/data modem. I have never rented a voice/data modem from Comcast but yet they want to charge me \$10 a month.

Ticket: # 610240 - Problems with Interent

Date: 10/23/2015 6:47:24 PM

Received via: Internet

City/State/Zip: Charleston,, South Carolina 29414

Company Complaining About: Comcast

Description

I have had several techs from comcast come and try and fix my tv and internet problem and after 2 years I still have the same problem. I had some appointments and I had some no shows. I am paying over a 100.00 a month and getting no service. What should I do

(b) (6)



Ticket: # 610244 - Connection Problems

Date: 10/23/2015 6:48:28 PM

Received via: Internet

City/State/Zip: Springfield, Illinois 62704

Company Complaining About: Comcast

Description

3 Problems:

1. I pay for Economy Plus at up to 3Mb per second, and I am using my personal modem which is rated up to 20Mb per second, but am barely receiving 512Kb per second.
2. I keep receiving phone calls from Comcast saying I need to upgrade my modem to a different modem when it is clear that my personal modem is more than capable of handling the speed for which I am paying.
3. I found out today, October 23, 2015, that on September 11, 2015 Comcast has cut Wi-Fi connection for anything less than their Performance Plus without telling their customers.

They need to improve the performance of their internet, stop pestering me to buy a new modem or rent their modem, and change the Wi-Fi back because if I am paying for service then I should have access to it regardless of whether I am on the lowest tier or highest tier.

Ticket: # 610258 - Data Caps on my Comcast Service

Date: 10/23/2015 7:10:47 PM

Received via: Internet

City/State/Zip: Dallas, Georgia 30132

Company Complaining About: Comcast

Description

When I signed up for my service I was told that I would get a blast speed and never mentioned anything about a cap. Now that I haven't been getting the speeds I signed up for I and received a alert across my computer screen stating "You are almost at you 300 GB plan for the month", I decided to call. They were rude, not attentive, and misleading when trying to resolve my issue. I feel that this is just another way to have a monopoly on service and limit our usage so we have to buy their packages. Simple greed.

Ticket: # 610264 - Comcast data cap

Date: 10/23/2015 7:13:33 PM

Received via: Internet

City/State/Zip: Parkland, Florida 33076

Company Complaining About: Comcast

Description

Comcast has suddenly and with out notice added a cap to my home internet plan that has not been changed in the past 10 years.

Ticket: # 610310 - Over-pricing and making me bundle

Date: 10/23/2015 7:55:32 PM

Received via: Internet

City/State/Zip: Ogden, Utah 84404

Company Complaining About: Comcast

Description

My internet is over-priced and the only way I could make it affordable was to bundle. It shouldn't cost me almost a \$100 for internet and tc.

Ticket: # 610387 - Comcast Throttling

Date: 10/23/2015 9:19:10 PM

Received via: Internet

City/State/Zip: Parkesburg, Pennsylvania 19365

Company Complaining About: Comcast

Description

I am pretty sure I am being throttled by Comcast. On the laptop I am using I could get up to the download speed of 100 Mbps the first week of getting Comcast. Now it is the second week of Comcast and I get 1.20 Mbps of download speed! This is outrageous. I am pretty sure we pay for 100 Mbps of internet speed. We payed for high-speed internet, we do not get that...why? This is because Comcast is throttling our speeds; illegally. No matter if wired to Comcast's router or wireless we all get around the same download speed of 1 Mbps from Comcast. I will not tolerate Comcast's illegal throttling.

Ticket: # 610396 - Comcast Data Cap**Date:** 10/23/2015 9:34:40 PM**Received via:** Internet**City/State/Zip:** Marietta, Georgia 30066**Company Complaining About:** Comcast

Description

Comcast has decided to grace their customers with a smaller package of data at a higher expense than previous years. Their data cap in Georgia (a cap that never previously existed for my past subscriptions to Comcast, despite the employees lying that Comcast has always had caps) is intrinsically what is wrong with the company. In addition to having this data cap that had previously been an unlimited service, their employees are told to lie to your face about previous subscription details that included the \$29.99 basic internet service plus a \$10 blast plus, plus a \$10 modem rental with completely unfettered and unlimited data. Now, I am being charged \$10 per 50 Gb of information past the limit of 300 Gb which is a number chose that displays the business acumen of the company, that of the max profit for min. product. I have zero choice on efficient internet service. It is either A) pay the same price for much slower speeds or B) Comcast, (haha, good on Comcast for monopolizing the market). Once again, for posterity, these caps were not previously on Comcast subscriptions, the cap is literally so low they will always make money on your overages if you are streaming just the smallest amount of Netflix or just flat out gaming. That is wrong, the cap is wrong, and the pricing for data is off the walls as well as a literal form of price gouging and monopolizing. If you need emails stating that Comcast is going to begin data caps, I have emails from previous subscriptions from them as evidence that the unlimited data did indeed exist previously to the data caps. Thank you.

Ticket: # 610408 - Xfinity comcast paperless billing sham

Date: 10/23/2015 9:54:01 PM

Received via: Internet

City/State/Zip: Cambridge, Massachusetts 02141

Company Complaining About: Comcast

Description

I have been falsely charged for paper billing for the last three billing cycles despite having online billing the entire time and not receiving any paper bill, especially after four conversations with Comcast agents to try to correct this error.

I signed up for Xfinity Comcast Internet Plus bundle at \$45 for 1 year, in late august of 2015. I was informed that it would actually be \$50 and I would have to additionally sign up for Ecobil or paperless billing to receive \$5 discount to have the actual price of \$45. I signed up for Ecobil immediately with my service. I have not received a single paper bill and only online bills through emails and the website. However, for the past three cycles, I have been charged \$50 for the Internet Plus bundle (including the \$5 paper billing cost). I brought this issue to attention with Comcast agent three times through internet chat and phone calls. On my third time, 10/1/15, the comcast agent Raquel informed me that she corrected the mistake on my promotion finally (it would take 24-72hrs) and will provide \$10 credit for the two billing cycle errors of \$5. While I received my \$10 credit, I was again billed for \$50 for the Internet Plus bundle rather than \$45. For the fourth time on 10/21/15, I talked to an agent explaining all of the ordeal that I had gone through to correct my error. However, he said my account did not have a paperless billing code attached to it and he would not correct for the error, despite the fact that I had a transcript of the conversation with an agent from 10/1/15 who told me that the correction was completed.

I have wasted more than ten hours in the four conversations I had with Comcast agents to be billed correctly. Yet, I am still being charged for paper billing service when I have not received a single paper bill in the three months that I have used Comcast Xfinity. I have attached two transcripts of the conversation with the Comcast agent from 10/1/15.

Ticket: # 610422 - Comcast data cap

Date: 10/23/2015 10:09:37 PM

Received via: Internet

City/State/Zip: Davie, Florida 33324

Company Complaining About: Comcast

Description

Xfinity comcast always over charging people, and refund only If one complain enough. That wasn't enough, now they are going to start charging for data usage over 300gb. There are no competitors in the area so they can charge however amount they want. They are clearly monopolizing the the area. This can't be allow as the Internet is essential to most people like food and water. I feel like we as a country is falling behind others because we allow companies like Comcast to implement such unfair plans. Please do some thing about this.

[Ticket: # 610480 - Comcast data cap](#)

Date: 10/24/2015 1:19:09 AM

Received via: Internet

City/State/Zip: Mt. Juliet, Tennessee 37122

Company Complaining About: Comcast

Description

Comcast is blatantly strong arming customers who have nowhere else to turn. The people in the "test markets" are going to continue to be victims until something is done to get rid of, or heavily regulate data caps. I can't put into words how furious I am that we were informed that we had reached a data limit we had no idea existed until they forced it on us! We had already reached the limit when they told us, no warning whatsoever.

Ticket: # 610598 - Sporadic Internet Access, lack of customer service

Date: 10/24/2015 8:48:43 AM

Received via: Internet

City/State/Zip: Flemington, New Jersey 08822

Company Complaining About: Comcast

Description

I have had Comcast internet for the past 4 years. I have stayed with them because they are the only available high speed option in my town. For the first 2.5 years, I had sporadic service where it would come and go. I called Comcast numerous times, had numerous service calls, but never a solution. Customer service was a joke and did the typical "turn it off/turn it on" again option before setting up an appointment. when asked to be transferred to a supervisor, I was, but was put on hold for 30+ minutes. When I held on for longer than 30 minutes and actually spoke to someone, there was no help, only apologies. Yesterday (10/23/2015), there was a Comcast tech doing work on the post outside my window (not something I called about). Soon after he left, my internet stopped working. I called Comcast and asked to have someone come out, since it was obviously something he had done. Comcast set an appointment for 10/28, 5 days later. After prodding, being transferred to a supervisor, waiting 30 minutes for supervisor, hanging up, calling back and speaking to 3 different people, I go an appointment for today, 24 hours after the Comcast tech created my problem. There was no effort on Comcast's part to make this right by me and without my prodding, I would be waiting 5 days for resolution. and I have no other options for high speed connections because of comcast's monopoly.

Ticket: # 610612 - Comcast data cap

Date: 10/24/2015 9:05:43 AM

Received via: Internet

City/State/Zip: North Charleston, South Carolina 29405

Company Complaining About: Comcast

Description

Comcast has in placed a 300gb data cap on our internet service. As a result, we have been charged \$10 for every 50gb we use over this cap. When we originally signed up, it was a unlimited service at a fixed price. Now we pay \$40 to \$80 more a month in penalties, for using this service. In my opinion, this is a unfair practice.

Ticket: # 610657 - Comcast Billing of service call for thier work

Date: 10/24/2015 9:50:29 AM

Received via: Internet

City/State/Zip: Indianapolis, Indiana 46235

Company Complaining About: Comcast

Description

I had to have a tech come to my home because my modem wouldn't come online. They sent a tech to my home and he found a faulty connector. He stated the previous tech made a faulty fitting. I was charged 70.00 for this call

can not get a manager on the phone.

Ticket: # 610662 - Comcast Fraud**Date:** 10/24/2015 9:54:49 AM**Received via:** Internet**City/State/Zip:** Georgia, Vermont 05468**Company Complaining About:** Comcast

Description

For the past four years we have had Comcast Internet at our house and have paid for the fastest possible speed. Our internet has always been slow but we just assumed that was the best the fastest speed could get us because we live in northern Vermont. Since July we have been having an increase in internet issues, slow speeds and lost connections. In August we had our first service technician come out and he informed us that Comcast did not have the correct line running from the road to our house to receive the fastest internet speed. Therefore Comcast has been charging us for 4 years for a service they are not providing. The first technician said it was a line issue and put in a work order for a bucket truck to come and replace the line with the proper cable. This never happened and when I called to follow up after I received an extra \$40 service call charge on my bill Comcast said no such work order was received. So I asked if they could send a bucket truck out to run the proper line and they said they couldn't without another service technician coming out to assess the problem. The second service tech came out and said it was a line issue and he could fix it without a bucket truck. He ran a new line by ripping a piece of trim off the side of our house and throwing it on the ground and damaging the brand new ceiling tiles in our basement. There is now a random cable hanging off the side of our house and the problem was not fixed. I called again and a third service tech came out, he said he processed a work order for a new line which should take a day or two and he would call us to check in on the speed when the job was complete. That was two weeks ago and the problem is still not fixed. We need to have this issue resolved so we can receive the Internet speed we are paying for and we need to be refunded the difference in payment from the Internet speed we've been laying paying for and the one our house is actually equipped for.

Ticket: # 610677 - Xfinity Data Caps Out of Nowhere

Date: 10/24/2015 10:09:16 AM

Received via: Internet

City/State/Zip: Miami, Florida 33175

Company Complaining About: Comcast

Description

Comcast has effectively changed the terms of our usage contract and thanks to their monopoly on high-speed internet in the region we are left without any alternatives. When is the FCC going to get serious about regulating the internet in this country? We are a laughingstock when it comes to internet service among first world nations.

Ticket: # 610719 - Comcast's 300gb data cap

Date: 10/24/2015 10:48:08 AM

Received via: Internet

City/State/Zip: Hialeah, Florida 33013

Company Complaining About: Comcast

Description

Comcast has recently started a trial of putting a data cap of 300gb which if I pass I get charged extra on my account. My family is always using the internet so this is a big problem for me as money is tight and having to pay extra for passing a data cap is just wrong. The internet shouldn't be capped and despite them saying no one uses 300gb in a month there are many families just like mine that use over 300gb a month. Please do something about this before the cap is put in for good.

Ticket: # 610742 - Data cap and overage charges on cable internet

Date: 10/24/2015 10:54:27 AM

Received via: Internet

City/State/Zip: Pompano Beach, Florida 33062

Company Complaining About: Comcast

Description

Comcast has begun to monitor and charge for usage of the internet, a service that I already pay to use. Across the country these ISPs have mini monopolies, because of how the laws have been set up, and thus as a consumer I have little to no choice in paying with my wallet. This is highway robbery. In an age where data is becoming more common place, not less; when the costs of pushing more data are far cheaper than ever before; when paying for a higher connection speed just makes me hit that cap that much faster, this is unacceptable. The internet is not a finite resource that one must dig out of the ground to transport to customers, its just a matter of using the fiber we have and investing their 95%+ profit margins back into their network. This is unacceptable, mostly because I don't have a choice to choose another ISP. I have no problem with capitalism, and trying to make money on your product, I have a problem with the laws that give me no choice in the matter of who I do business with.

Ticket: # 610757 - Comcast Business Practice Of Charging An Additional Fee For Existing Service

Date: 10/24/2015 11:03:26 AM

Received via: Internet

City/State/Zip: Lawrenceville, Georgia 30045

Company Complaining About: Comcast

Description

I would like to alert the FCC to what appears to be an unfair business practice by Comcast. I feel quite positive that if I am correct the FCC will receive several similar complaints. The basic complaint is that I have had internet service provided by Comcast now for several years which when I signed up was provided as an Unlimited Data plan for a specific fee. I have now been made aware that I have reached my data plan maximum of 300GB . This data plan maximum has been described to me as a New Comcast Beta testing in the southeast United States that has apparently being going on for some time. The discussions with the Comcast support teams was very enlightening for me. It appears that from the point in time that Comcast has successfully rolled out their new Beta Testing plan of limiting their existing Unlimited data plan customers to the 300GB maximum I am NOW able to gain access to NEW data plan of unlimited data for an additional \$30 a month . While this may be legal and I am definitely not the correct resource to make this judgement in any way I do need to call into question this business practice. To my observation this is at minimum unethical and potentially illegal.

Ticket: # 610769 - XFINITY DATA CAP

Date: 10/24/2015 11:16:34 AM

Received via: Internet

City/State/Zip: Temple, Georgia 30179

Company Complaining About: Comcast

Description

My household has been a comcast customer for a long time, and these data caps where imposed upon us with no warning or fair reasoning. Xfinity marks them up as "Data cap trials" and I don't see how they are logical or ethical in any way. We were not told of this change, and I have been sick for a long period of time, I am now filing this complaint in hopes that some help or relief can be issued, as this is furthering financial issues already set upon me.

Ticket: # 610803 - Sudden Change to internet plan - Limit

Date: 10/24/2015 11:43:33 AM

Received via: Internet

City/State/Zip: Miami, Florida 33165

Company Complaining About: Comcast

Description

Recently, Comcast implemented a new data usage limit to all of their plans. This was never part of what i originally signed for when i first agreed to order Xfinity internet. I feel that they are just trying get more money from their customers. I originally moved to Xfinity because of the flexibility it gave me using my own equipment and higher speeds and ultimately no cap, making the decision a no-brainer. My Home it connected to the internet from top to bottom with steaming video available on every tv. Now the decision to focus on streaming outlets as opposed to actual cable seems ridiculous if i have to worry about a data usage cap.

Ticket: # 610953 - denial of account and shipping charges

Date: 10/24/2015 2:18:49 PM

Received via: Internet

City/State/Zip: Chicago, Illinois 60638

Company Complaining About: Comcast

Description

I recently signed up for Comcast internet and cable, after speaking with multiple people, I had to show proof of residency. I brought my lease down to them and was still denied. They still shipped me the hardware and charging me for the shipping cost of a product they won't let me use. I don't understand why I'm getting such a hard time for trying to become a customer. And being charged for it.

Ticket: # 610974 - Internet Data Cap.

Date: 10/24/2015 2:30:31 PM

Received via: Internet

City/State/Zip: Pembroke Park, Florida 33023

Company Complaining About: Comcast

Description

When i signed up for Comcast's internet service it was \$55 and then \$65. To my surprise 2 days ago i got a phone call telling me that i have reached my Data cap. for the month and i would be charged and extra \$10 per 50Gb over on top of the \$65 I'm all ready paying for the "SAME" service. I told them that i don't want a capped service i wanted what i had before "you would have to pay an extra \$30 per month" he said. so my bill would be \$95.56 per month just for internet. i honestly don't know where to turn for this, I've never done any thing like this. but this just isn't right.

Ticket: # 610977 - Comcast 300GB Bandwidth Limit**Date:** 10/24/2015 2:31:02 PM**Received via:** Internet**City/State/Zip:** Miramar, Florida 33027**Company Complaining About:** Comcast

Description

Comcast has notified me that they will begin charging me if i go over some sort of limit that makes ZERO sense. They have advised me that i have a 300GB download limit on my account and that i will be charged if i go over this usage. This makes ZERO sense, i pay for a 150Mbps bandwidth speed and my average daily utilization is 15+ hours. If i use my internet at the speed i pay for for 15 hours a day for 30 days i'm looking at a total of 30,375 GB/month how in the world are they going to limit my usage to 300GB.....this is ridiculous. I am an Engineer with 2 kids who are constantly streaming 1080p content on mobile devices, appleTV, FireTV, etc. On the other hand i am constantly doing database backups that require me download large amounts of data over my job's VPN tunnel. How the F**** is Comcast legally allowed to limit my F***** bandwidth!?!?!?!?!?!?!

Ticket: # 610982 - Overcharged due to poor Customer Service**Date:** 10/24/2015 2:35:05 PM**Received via:** Internet**City/State/Zip:** Somerville, Massachusetts 02144**Company Complaining About:** Comcast

Description

On July 1st I moved to Somerville and set up service with my apartment complex representative, (b) (6) Maxwells Green is a new upscale apartment complex that offers the service of a Comcast representative with the goal of easing the set up experience for their residents. Your employee Brian Leyden was not only was deceiving in his promise of service but also in his lack of costumer service. He was dismissive of my requests 12 days after my service was set up. I therefore called 1800-Comcast to try and resolve the issue. I had Comcast service for 12 days and made multiple attempts to change the service as I was not satisfied. In addition to my emails to Brian Leyden, I spoke with numerous managers over the phone and no one could resolve this issue. I refused to pay the first bill back in July as it did not reflect the service I wanted but no one was able to make the change. Brian Leyden told me that it takes 2 weeks for make a change in service. Due to the fact that I did not pay the first bill, I received a Notice of Disconnection and the service was shut off automatically yet I still was being billed for service that I did not want nor have. I currently have a bill for \$227 for 13 days of service that I agreed to and 2 weeks that I did not want. Comcast has a 30 day guarantee that was not honored after multiple emails and phone calls. I was promised by Brian Leyden an Internet and basic cable service for \$54.99/month yet was billed differently. Upon my unwanted disconnection, I was out of Internet for 2 days before calling RCN to come set up. This was an incredible inconvenience that required me to take time off work. I also had to drive to return your Comcast equipment, which again was a huge inconvenience. I have sent (hardcopies) of all email communication with the Comcast rep Brian Leyden, copies of my bills and a timeline of the events that lead to this outstanding bill to Comcast CEO Brian Roberts in Philadelphia and am awaiting a response from Comcast Executive Offices.

Ticket: # 611020 - Remove 300GB data cap limit from all internet plans

Date: 10/24/2015 3:10:46 PM

Received via: Internet

City/State/Zip: Miami, Florida 33126

Company Complaining About: Comcast

Description

Remove 300GB data cap limit from all internet plans

Ticket: # 611028 - Billing

Date: 10/24/2015 3:18:13 PM

Received via: Internet

City/State/Zip: Jacksonville, Florida 32222

Company Complaining About: Comcast

Description

We have been having an issue with this service since August of this year. We moved and it took 15 phone calls, 2 technicians, and one month before the service was restored. My wife works from home and it caused her to go into the office, pay for gas and add unnecessary stress in our lives! We were told that we would receive credits on our account and the next amount we would have to pay is \$74.06 in October. We do all of bill pay either online or via the automated system. We have been logging on to our comcast.com account and, as promised, we did not have a billed amount due. The problem, however, was the fact that our service was disconnected and it did not reflect that on our online account. We contacted comcast and, according to the automated system, we had a billed amount of \$250 due! I spoke to a representative and he stated that we did not have any credits and we were 3 months behind from August to now! We did not have service for the month of August! He stated that he would restore our service for the \$74.06, but we should not have had our service disrupted! We have an issue with getting the correct information from Comcast.

[Ticket: # 611032 - Comcast is Throttling me.](#)

Date: 10/24/2015 3:21:53 PM

Received via: Internet

City/State/Zip: Hernando, Mississippi 38632

Company Complaining About: Comcast

Description

I have never had any issues until Comcast starting doing "tests" in my area. Ever since Comcast started this, I have gone over my 300 GB cap which has never happened to me. Also, when I do go over, they throttle my internet. Because of this I am losing so much money. Please kill Comcast.

Ticket: # 611066 - Comcast hitting my credit over services that were seemingly cancelled.

Date: 10/24/2015 3:55:48 PM

Received via: Internet

City/State/Zip: Chicago, Illinois 60660

Company Complaining About: Comcast

Description

I moved out of my apartment in July, the services were supposed to be ended, but the phone system made it impossible to determine whether or not my account was closed, when I stopped getting billed, and the system stopped recognizing me as a customer when I tried to call and check my account status, I presumed, rationally, that the account had been finished. Then almost three months go by, and I get a call telling me that Comcast is going to hit my credit for over 200 dollars. I try to call, the number for my account is not recognized, so the answering machine hangs up. It's infuriating, to say the least.

Ticket: # 611080 - Comcast breach of contract.

Date: 10/24/2015 4:10:50 PM

Received via: Internet

City/State/Zip: Aventura, Florida 33180

Company Complaining About: Comcast

Description

When I contracted Comcast services it was unlimited, now the company wants to limit the amount of data to 300 gb and charge me for every extra 50 gb of data and this was not part of the original agreement and is illegal to modify it without my previous consent.

Ticket: # 611165 - Invalid and Extra charges

Date: 10/24/2015 5:51:55 PM

Received via: Internet

City/State/Zip: Berkeley, California 94704

Company Complaining About: Comcast

Description

I canceled my Comcast wireless account on August 28th. Before then, I had paid all of my bills on-time. My last payment was July 28th, 2015, and the next upcoming payment was August 29th, so I canceled my account on August 28th. Thus, I had paid for all of my services up until August 28th and should not be charged any further.

They FAILED to cancel my account and continued to charge me until October. After realizing their mistake and giving me the credits (pro-rated) from August 28th to October 10th, there is still a balance of \$37.95 that I have to pay.

After calling their customer support, the representative was NOT able to tell me why I still have an outstanding balance; her guess was that they charged me from Aug. 28th-Sept. 12 because they needed two weeks to cancel my service? She was not able to provide me with any more information. Additionally, there is a cancellation fee? My customer support representative was not able to tell me how much the cancellation fee is, just that it's part of the \$37.95. However, my yearly contract ended with them a couple months ago, and I am not on an annual contract with them.

Most importantly, they filed a collection of debt with Diversified Consultants, Inc. and so this situation might influence my credit. However, how can they file a debt collection when they cannot even tell me EXACTLY WHY they are charging me?

They MUST be more transparent and clear in their bills, and I should know exactly WHY they are charging me and HOW they have the power to charge me after I canceled my account with them.

Thank you for your time.

Ticket: # 611168 - Comcast charging me \$100 extra without my permission

Date: 10/24/2015 5:53:54 PM

Received via: Internet

City/State/Zip: Issaquah, Washington 98029

Company Complaining About: Comcast

Description

For the past 3 years i have been paying \$74 for internet subscription from comcast but all of sudden they have started charging me an extra \$100 for a total of \$174 per month. They have told me or asked my permission before charging my account. I have called them 3 times now, spoke to their customer agents but they are not willing to do anything about it. They just put me on hold and then hang up on me.

Ticket: # 611172 - Comcast Internet

Date: 10/24/2015 5:56:19 PM

Received via: Internet

City/State/Zip: Orlando, Florida 32812

Company Complaining About: Comcast

Description

This took place around 2 years ago. I called and cancelled my service. They wanted my new address to check prices. I declined to move service and opted to cancel. I moved in 3 weeks after my lease started, and when I got there a box with cable equipment and a bill was there. After returning the equipment and many hours on the phone with comcast, they told me they credited the account and it was taken care of. The last month plus the new month of service were on the bill, and I paid the last month of my previous residence because I used their service.

Checking my credit score, this is not the case. They put me into collections for the bill.

The service address was [REDACTED] Tallahassee, FL, 32301. The address below is my current residence.

Ticket: # 611256 - Letter from Comcast

Date: 10/24/2015 7:32:33 PM

Received via: Internet

City/State/Zip: Weston, Florida 33331

Company Complaining About: Comcast

Description

Hi. Comcast recently sent us a letter stating and in a unilateral decision that we will no longer have unlimited internet as originally agreed by contract. They are capping the service at 300 GB per month. If this amount is surpassed they will now charge extra. To avoid this they offer "the convenience" of getting the original unlimited Internet plan by adding to the bill 30 dollars extra. These guys from Comcast are thieves!

Ticket: # 611258 - unstable connection

Date: 10/24/2015 7:35:16 PM

Received via: Internet

City/State/Zip: Hillsborough, California 94010

Company Complaining About: Comcast

Description

Last 5 days drops in internet signal observed. Company called daily without any resolution. Operator has always said that I am in are od an outage. Asked to talk to technical support or supervisors, operator claimed they are unavailable. Very unusual situation with persistent outage and no resolution for 5 days. No natural calamities occurring in area. Example previous outages occurred after thunderstorm. They last usually few hours. Not 5 days! Without any honest satisfaction from company. Even worse no plan of action to rectify this expensive svcs.

Ticket: # 611384 - Comcast Data Caps

Date: 10/24/2015 10:52:03 PM

Received via: Internet

City/State/Zip: Homestead, Florida 33032

Company Complaining About: Comcast

Description

How is it even legal for Comcast to impose a 300 GB data cap with absolutely no reason? Comcast has admitted that its a data caps are a business decisions, not an engineering requirement.

<http://www.extremetech.com/wp-content/uploads/2015/08/CromcastData.png>

This is simply outrageous as 300 GB is used up in the matter of days when you have a family of four constantly using the internet for various reason stemming from work, entertainment, and personal communication. This data cap destroys and limits our internet access without any logical reasoning.

Ticket: # 611390 - 300gb limit & being charged \$10 for 50gigs

Date: 10/24/2015 11:09:09 PM

Received via: Internet

City/State/Zip: Margate, Florida 33063

Company Complaining About: Comcast

Description

I was on the phone with Comcast today from 1 p.m. to 6 p.m. trying to get them to waive the \$10 fee for going over my 300 gigabyte threshold. I feel that it is not fair to charge extra money for a service I'm already paying for. I feel that my home internet should not be treated like it's a cell phone plan with data caps. I have 3 kids that use the internet, I have a spouse that goes to college that uses the internet, I use the Internet. We watch Netflix with stream we play video games and with all of that put together I'm always going to go over there 300 gigabyte limit so I feel that I should not have to pay for something I'm already paying for. Can someone please from the FCC do something about this cuz I feel it is outright robbery. Please contact me with the phone number that I have provided so I can speak to someone about this issue I want this issue resolved I do not want to keep paying more money for service that I'm already paying for thank you and have a great day.

Ticket: # 611394 - Comcast Internet Cap

Date: 10/24/2015 11:23:53 PM

Received via: Internet

City/State/Zip: Miami, Florida 33196

Company Complaining About: Comcast

Description

How can this be true Comcast charging customer if they go over 300GB of data. The FCC should check them out. I under stand if that a new plan but charging old customer out of the blue.

Ticket: # 611396 - Cancelled internet service due to incompetence.

Date: 10/24/2015 11:25:38 PM

Received via: Internet

City/State/Zip: Sonoma, California 95476

Company Complaining About: Comcast

Description

We contacted Comcast to schedule a move for our internet service. First call went poorly as new cable needed to be installed at a new residence. Technician showed up but could not install new service as he didn't do that. He arranged for cable installation and I set up a new move date. Now they cut off service at my old service address 3 days before my move. I called before this happened and specifically told them not to stop service. That was ignored and today they shut off service. I spent 2 hours on the phone trying to restore service with no success. Now a technician has to come out to fix what has been working for years. On top of that, they want to charge me another fee to fix service! Please fix this mess.

If there was another way internet provider in area we'd switch in a second. Worst provider ever.

Ticket: # 611423 - Comcast Internet data cap

Date: 10/25/2015 1:35:07 AM

Received via: Internet

City/State/Zip: Alpharetta, Georgia 30022

Company Complaining About: Comcast

Description

We have been customers of Comcast for years, and now by surprise are being imposed overage charges for exceeding 300 gb of data. This is not what our contract we signed for. They have to keep their promise for the year of our contact. We are only two in this family with only one computer and one tv. Only my husband streams some sports on the weekend. We both work long hours. HOW do we know that 300 gb is an accurate number? It is a monopoly and it is extortion. How can they demand a price increase WITHOUT ASKING OR EDUCATING THE CONSUMER. This is criminal.

Ticket: # 611504 - Receiving Bills for Services NEVER Received**Date:** 10/25/2015 9:05:45 AM**Received via:** Internet**City/State/Zip:** Alpharetta, Georgia 30004**Company Complaining About:** Comcast

Description

I have been receiving monthly bills from Comcast Business for account# [REDACTED] (6) even though I do not receive any services from Comcast Business. When I tried to sign up in June they said that the line is too long and they cannot install without installing a new tower closer to my home. They set a date of 12/25/2015 for the installation and will not confirm an actual/accurate date. I currently receive Residential Services from Comcast which I pay monthly for Internet and TV cable services. I have called in multiple times and been told it will be fixed (Ticket# CR503891407) and I continue to receive bills and late charges. They are effectively committing fraud by repeatedly invoicing me for services that I have never received.

Ticket: # 611505 - Comcast Monopoly Data Usage Charges

Date: 10/25/2015 9:14:37 AM

Received via: Internet

City/State/Zip: Duluth, Georgia 30096

Company Complaining About: Comcast

Description

October 25, 2015

RE: Unfair Internet Data Limitations

On Friday October 23, 2015, I received a call from Comcast that my account was over the account data limit.

Up until this point, I didn't know there was a data limitation on the account. At the time of purchase, there was no online documentation stating a 300gb data limitation. Nor did the Comcast representative selling me the plan discuss a 300gb data limitation.

I have an Internet only account because Comcast continues to go up in prices on their packages. Only a few years ago, these packages were reasonably priced. Now they are very expensive. My current Internet package is \$29.99 a month 25mpbs for one (1) year.

In my neighborhood, Comcast is the only Internet provider offering 25mpbs or more. A decent speed needed to conduct Internet activities.

Current charges on my Comcast account is showing \$116.95/mo for internet services since my account is over the 300gb data limitation.

This is very unfair to have a data limitation on Internet usage.

FCC Will Get Serious About Data Caps if Comcast Moves to Impose Them Nationwide May 12, 2015

"An operator the size of Comcast absolutely will draw scrutiny," said our source. "If Comcast decides to impose its currently tested market trial plans on Comcast customers nationwide, the FCC will take a closer look. Under Title II, the agency is empowered to watch for attempts to circumvent Net Neutrality policies. Usage caps and charging additional fees to customers looking for an alternative to the cable television package will qualify, especially if Comcast continues to try to exempt itself."

Cable industry officials have also become aware of the buzz surrounding usage caps and growing regulator concern. Some reportedly discussed the possibility of FCC intervention behind closed doors at the recent cable industry conference in Chicago. Multichannel News reported (sub. req.) cable industry executives increasingly fear federal officials will ban usage pricing for wired broadband service on competitive grounds. Online video competitors rely on large cable and phone companies to reach prospective customers, many that may think twice if usage allowances are imposed on consumer broadband accounts.

Please investigate and have Comcast remove the data limitations. This seems very unfair to require a data restriction on the usage of the Internet. Particularly when there are no other service provider options for Internet speeds of 25mbps or more in our neighborhood.

Ticket: # 611514 - Comcast Data Caps in Miami**Date:** 10/25/2015 9:41:45 AM**Received via:** Internet**City/State/Zip:** Hollywood, Florida 33019**Company Complaining About:** Comcast

Description

Comcast, the only provider of high-speed cable internet in our city, has implemented data caps in order to extract additional revenue from an increasingly cable television-free populace. There is no tiered data capping, and although I pay for the highest level of service they provide in our area, my cap is no higher than the person paying for the lowest level of service. Comcast's well-known ill reputation as a service provider is without question, and the public perception is that they remain able to do their bad business purely at the end of checks contributed to politicians. This does everything to enforce that perception of graft and corruption in our telecommunications industry. Please act to make these arbitrary and extortionate data caps against the law.

Ticket: # 611516 - Comcast/Xfinity speed throttling

Date: 10/25/2015 9:42:21 AM

Received via: Internet

City/State/Zip: Snellville, Georgia 30078

Company Complaining About: Comcast

Description

This is my second complaint on this topic. Currently my internet bill averages around \$145 a month. This gives me a 105Mbps service with a 300GB Usage limit. I have disconnected all my cable TV services and stream anything that I watch. So a few movies in HD and a few shows in HD over a 2-3 weeks hits this limit easily.

So, I find myself constantly hitting this limit and passing it every month. Whenever I go over the limit I have to pay \$10 for 50GB of additional usage. So, now I end up having to pay multiple overage charges as I hit the new limits. So my bill has an additional \$20 to \$30 dollars in overage charges every month. This alone makes my blood boil.

However, every time I have been coming close to the limits the internet services slows down to approximately 1-2Mbps and I'm hardly able to get to cnn.com or stream anything. This has been consistently happening every time I reach a limit every month.

Instead of directly competing with Netflix, HBONow, ShowTime, and NFLNow streaming services. Comcast is just charging an inordinate amount for the internet service, then charging usage fees and slowing down the internet service every time you hit a limit.

When I called in to Comcast Security Assurance at 1(877) 807-6581 today I was told they had to reset notification settings on my account in order to restore internet service. This is clearly a speed throttling/slowdown issue.

This is my second complaint about the service.

Ticket: # 611522 - Overcharged for billing, Service required attention perpetually

Date: 10/25/2015 9:48:34 AM

Received via: Internet

City/State/Zip: Falls Church, Virginia 22043

Company Complaining About: Comcast

Description

I needed service personnel to come to home multiple times for technical problems arising from incompetent technicians. Services were also incorrect instigating multiple calls to customer service to correct. Billing error caused bill to double and was not corrected for over two months(There was a request to reduce Service in Aug '15 and costs doubled). It took 10 phone calls and two visits to a service center. The erroneous charges then in turn caused the balance to go to a collection agency where I had to provide the proof of error. This took my time and money for postage.

Ticket: # 611529 - Data cap with comcast

Date: 10/25/2015 9:54:11 AM

Received via: Internet

City/State/Zip: Braselton, Georgia 30517

Company Complaining About: Comcast

Description

Comcast is limiting our data by threatening to charge overage fees. Is this legal? We have no way of knowing what devices are using the most data and are not using any more than we did a few months ago, then all of a sudden last month were told we were going to use over the " limit". We do not understand what has changed and are getting no help from comcast.

Ticket: # 611535 - Comcast Monopoly and Unfair Business Practices in Hollywood, FL

Date: 10/25/2015 10:00:33 AM

Received via: Internet

City/State/Zip: Hollywood, Florida 33019

Company Complaining About: Comcast

Description

We utilize Comcast for our internet services on Hollywood, FL. Comcast is the only provider of high speed internet access in our area. The first incident occurred when I wanted to cancel our cable. Instead of just adjusting our fees to exclude the cost of the cable TV, I was told that I would be charged a significantly higher fee for just the internet service than what I paid for the same service when I also had cable. I cancelled the cable anyway. Now, months later, we received a notice that Comcast was testing data caps and essentially if we went over a certain usage we would be charged each time. However, if we just paid an additional \$30 a month, we could retain the unlimited service that we already had. I am already being overbilled because I don't want cable and now Comcast is going to extort another \$30 a month for no increase or improvement of service. This is a 26% increase after only five months of having this service. I would switch to another provider, but...surprise! There is no other company that offers high speed residential internet in our area. Please do something to protect consumers from this predatory behavior by Comcast. Thank you.

Ticket: # 611553 - Comcast

Date: 10/25/2015 10:16:42 AM

Received via: Internet

City/State/Zip: Miami, Florida 33175

Company Complaining About: Comcast

Description

Comcast is not capping my internet at 300 gigs per month and want me to pay an extra \$30 a month to keep the unlimited service I already had. I find this practice very unfair and anti-customer they basically have a monopoly in my area for internet service.

[Ticket: # 611556 - Comcast data caps](#)

Date: 10/25/2015 10:22:08 AM

Received via: Internet

City/State/Zip: Savannah, Georgia 31405

Company Complaining About: Comcast

Description

Data caps are being enforced with incorrect usage.

[Ticket: # 611557 - Comcast data cap](#)

Date: 10/25/2015 10:24:35 AM

Received via: Internet

City/State/Zip: Woodstock, Georgia 30188

Company Complaining About: Comcast

Description

Comcast has put a cap on our data. This should not be happening. Please report this to Comcast. Remove data cap.

Ticket: # 611558 - Residential Internet caps

Date: 10/25/2015 10:26:12 AM

Received via: Internet

City/State/Zip: Hialeah, Florida 33010

Company Complaining About: Comcast

Description

I would like to formally file a complaint against Comcast Xfinity internet services. Their newly imposed 300 gb limit is unreasonable and unrealistic to align with how digital our lives have become and is a major step backwards in innovating or improving high speed home internet. I had not been aware that this practice had been in place in other parts of the country, and our family used the "generous" amount they grant of 300 gb in less than a week.

I understand that they are a business that wants to make profits as all companies do. But this practice of such small data allotments are stifling and only benefit them with overage fees.

All new technologies tend to start on this track for example limited minutes and texting on cell phones as well as data. But why is it that with so much more content and devices that access internet nowadays that internet and cell phone companies are not expanding internet access?

It is an unfair practice to us as consumers to also be keeping track of how much we browse/stream/backup etc when the Internet at home which we pay for has never had a limited use attached to it especially such an unfeasible limit.

Xfinity offers free wifi hotspots and I Live at the same intersection as one of them and It is a joke. For one I don't feel comfortable connecting to an open access wifi when I have my own in home wifi that is paid for. They offer a secure connection after installing an app and profiles onto your device, yet with both connections the signal keeps dropping intermittently and is very weak and am unable to use at the same capacity as my in home network.

Please intervene in this matter. I feel since they were unable to get their way in net neutrality they are throwing their weight around onto consumers.

Thank you for your time.

Ticket: # 611570 - Comcast Over 300GB charges

Date: 10/25/2015 10:57:15 AM

Received via: Internet

City/State/Zip: Nashville, Tennessee 37209

Company Complaining About: Comcast

Description

Comcast is constantly charging me for going over 300gb a month on their Internet plan which offers me 75 mb download. They do not offer a plan to have a greater cap as far as I know and the internet is a utility that should not be regulated this way.

Ticket: # 611589 - COMCAST REFUSED TO PROVIDE SERVICE AND OVER CHARGE CUSTOMERS

Date: 10/25/2015 11:31:57 AM

Received via: Internet

City/State/Zip: Kissimmee, Florida 34743

Company Complaining About: Comcast

Description

I placed an order to have new service with Comcast and when I called to verify the order I was advised that even if I wanted a self install kit and wouldn't have service after that because the last time Comcast provided service on my address was back on 2012 and therefore there was going to be a \$39.95 charge I said oh wow and complaint about it the representative cancel the order the next day I chat with someone to see when my service was going to be connected and I was advised that there wasn't any order to install service at my address it took me more than 4 hours almost 7 hours to get this straight up the representative re run my credit twice even when I specifically advised her didn't want that to happen since the previous an account was created she ignored me and did anyway I wasn't able to use the same email address nor my email address because I was getting an error saying that it was already in used so I asked to speak to a supervisor and they transfer the chat to supervisor named Jloy supervisor advised me that it would take 24 hours for me to be able to use the same email address that she was going to follow it up for 2 hours, contact technical support and call me back never got a call back so I decided to call back it was a nightmare spoke to Dianne on the sales team which advised me that it wasn't going to be able to help me so she transfer me to someone named Jeannette at least that was the name she gave me she was very rude I request to speak to a supervisor and she hung up on me I called back and I was on the line for more than 40 minutes trying to get a supervisor at the end my cell phone battery died so I got disconnected the supervisor called me back name Jon and she told me that she was going to take care the problem and that a credit was going to be issue on the account for the 2 charges of \$39.95 of a tech visit which by the way I thought it was only one charge.

The technician (Ray) and his supervisor (Trey) came in on Saturday connected the service and advised me that the installation was completed everything was working fine with no issues I was surprised to received a visit from the same tech and supervisor on sunday advising me that actually the job wasn't completed on Saturday that they need to run a new cable and the would be buried within 7 days since they change the cable I started to have problem the supervisor Trey left his cell phone number with me in case if I had a trouble I called him on Monday and texted him all the speed test I done as he requested he advised me that he was going to be at my house on Tuesday around 12pm to fix the issue well I didn't go to work and waited for the supervisor when it was 1pm I texted him reminding him that I was waiting for him and he said he forgot about a managers meeting in leesburg florida about 2 hours from me and that he wasn't going to make it, after that I decide to call Comcast and I spoke to more than 20 representatives and supervisors and they don't read notes they don't care the provide the worst customer service I have ever seen never seen so many unprofessional people working for the same company.

I got the names of all of the supervisors and representatives several employees refused to transfer me to a supervisor all this time I was out service since sunday I was promised the moon and the start

but still no service so I spoke to someone in the corporate office that advise me that she could had a technician here on Saturday between 10-12pm but I got a called from a supervisor named Dana on Friday that said I know you been out of service for 5 days so she was going to get someone out here after 5:30pm because she knew I wasn't available till then but she was going to give me a call back she did called me back to tell me that it was confirmed and that I was going to get a call from the technician when he was on his route so I got a call from someone name Kayla that left a voice mail telling me that the technician was already at my house and there was no one at the house!.....I called back spoke to a supervisor named Lynn and she advised me that she created a go back technician ticket for the technician to come back same day when it was 8pm I knew there weren't going to show I called and got a rude nasty supervisor named joseph which advised me that there wasn't any tech coming over to my house that in fact the next available appointment was for sunday I advised him to transfer me to a higher manager and refused online transfer me to back to the IVR he called got a representative in Michigan which I did explained my self all over again I requested a supervisor which refused to come on the line and at that time I asked the representative to transfer me to the disconnect department I spoke to someone name Jeannell which by the way doesn't have any matter and should not hold a customer solution job once she realized she was giving me the wrong information and she got upset and refused to help me anymore and right flat disconnected the account even after she offered me a deal and I accepted to stay with the company.

Comcast should not be able to get away mistreating customers and abusing the power they have to do it they should be penalized for I'm not the only customer the do this to it and I haven't talk about that on the middle of all this I got a bill for \$141.85 which they say they were going to take care but don't know if they did or not as I have been lied by them so many time.

I ask you as the only authority we the consumer have to investigate all this and make Comcast responsible and pay for the time the made me waste and fine them so that they understand that they cant play with their customers that if not for the customers that have their service there wouldn't be any Comcast they need to be accountable for the actions.

Make them pay is the only way the will understand when they apologize to you it doesn't mean anything because they go back and disrespect you and waste your time over and over.

Ticket: # 611591 - email

Date: 10/25/2015 11:35:27 AM

Received via: Internet

City/State/Zip: Port Charlotte, Florida 33952

Company Complaining About: Comcast

Description

can't access email. comcast tells me i have to wait 3 days. not acceptable. the problem started with their repairman setting up some virtual address and password. i don't want to change my user name or password.

Ticket: # 611612 - Economy Plus Price Change -

Date: 10/25/2015 12:06:36 PM

Received via: Internet

City/State/Zip: Little Rock, Arkansas 72206

Company Complaining About: Comcast

Description

I need clarification as to when my Economy Plus Plan initiated and when the price change should have come into effect. I attempted to pay two months; October in the month due and Nov. in advance, each bill of \$19.99 in order to budget for medical cost for Nov. After paying the two payments and checking to confirm I noticed that my payments were totally consumed and was told that the double payment was actually due because my Economy Plus Plan had changed to \$39.95 per month. I called and worked things out with a Customer Service Agent but, I would like written documentation that the plan is temporary and that the Economy Plus service is not actually the price but that \$39.95 is the cost for the Economy Plus Plan and this could happen again and if so when. I feel Xfinity/Comcast fraudulently took both of my payments and treated me unfairly, which could possibly be happening to other customers. Please advise.

Ticket: # 611616 - price increases

Date: 10/25/2015 12:11:41 PM

Received via: Internet

City/State/Zip: Arlington, Tennessee 38002

Company Complaining About: Comcast

Description

We originally received a promotional rate and they tried to raise the rate before the promotion was over. When I try to cancel cable service, they lower the bill for one month, then automatically raise it again. Absolute worst customer service.

Ticket: # 611639 - Comcast Data Cap

Date: 10/25/2015 12:39:03 PM

Received via: Internet

City/State/Zip: Buford, Georgia 30519

Company Complaining About: Comcast

Description

Comcast forces Atlanta area users to have a 300 GB data cap. In an era where people have multiple electronic devices with app updates, OS updates, software downloads, streaming, etc. this is ridiculous. They hide behind average use numbers that are statistically invalid. This is a joke that I can't just use the internet I pay for.

Ticket: # 611654 - I have been unable to access my Comcast home internet network for nearly two months

Date: 10/25/2015 1:11:57 PM

Received via: Internet

City/State/Zip: Baltimore, Maryland 21202

Company Complaining About: Comcast

Description

I have been unable to access my Comcast home internet network for nearly two months, despite repeated attempts to contact Comcast and resolve the issue. I was first unable to access my home internet on 9/02. It has been very difficult to reach Comcast. Generally, I am waiting to be connected with a representative (both over the phone and via online chat) for several hours before I am able to talk with someone, if I am connected at all. Each time I have connected, the Comcast representatives go through a different process of troubleshooting the problem and give me a different reason for why I do not have internet access (e.g., I need to replace the router; there's line maintenance in my area). I was able to save two of my online chats with Comcast representatives, which I have attached to this complaint.

Three separate technicians were set out between 9/02 and 10/24. It seems like Comcast has not kept a record of what they found because each one has had to "start from scratch" with investigating the problem. Each one has discovered that the wiring in my apartment building is not set up correctly, even though it seems like this information should have been communicated to them when they were sent on the job. Because they did not know this before coming to check my apartment, all three were unable to resolve the problem. On 10/24, I was promised that a senior technician would be sent out because this problem has gone on for so long. Although the technicians did seem very experienced, he did not have any knowledge of the previous technician visits. Because of the nature of the problem, he needed access to the other apartments in my building to fix it. However, when I told him that I would have to call either my neighbors or landlord to get him into the other apartments, he said that he had to move on to another job and left without resolving the problem. This was similar to the previous technicians who left without resolving the problem.

In addition to being unable to access my home network, I have had difficulty accessing Comcast "Xfinity" network that I should be able to use in lieu of my own network. I have been repeatedly dropped from the "Xfinity" network.

This is not the first problem I have had with poor connectivity on my Comcast network and poor responses from Comcast. I have had on-going problems with them since moving to Baltimore in July 2014. I would switch to another provider if that were an option, but Comcast is the only provider in the city, which I would suspect is how they can get away with such terrible service.

Ticket: # 611717 - Please Do Something About Comcast Internet Cap!!!!

Date: 10/25/2015 2:07:44 PM

Received via: Internet

City/State/Zip: Plantation, Florida 33324

Company Complaining About: Comcast

Description

Comcast has put a cap on my data. I can't believe they did this to a service that basically runs in everybody life's almost 24/7. I have online class to attend to and I have no choice but to keep paying excessive penalty fees for my internet. Not only I already have a cap on my cellphone provider that encourage us to use WIFI to save "data" but now I have a cap under a cap and I can't do anything about it. I hope this cap goes away let us live free

Ticket: # 611727 - Comcast issues

Date: 10/25/2015 2:16:00 PM

Received via: Internet

City/State/Zip: Mashpee, Massachusetts 02649

Company Complaining About: Comcast

Description

My wife and I live on a limited budget due to both being on disability. I was told by Comcast rep. in order to lower bill, I could sign a 2 year contract. I was told I would be paying \$100 /month for 2 years. One year later, it is up to \$151.66 a month. I cant afford this. Reps refuse to help me. Only options they are giving me is extended my contract for 2 years or suffer an ETF to downgrade. This is unfair and unjust

Ticket: # 611747 - 300 GB data cap

Date: 10/25/2015 2:35:52 PM

Received via: Internet

City/State/Zip: Hialeah, Florida 33018

Company Complaining About: Comcast

Description

Change of terms on our plan, we were being billed based on the internet speed, now we have a data cap of 300 GB, with a \$10 penalty for every 50 GB extra, all this changes were made without any agreement or signature from our part. The new X1 cable box is using data from the internet and we are paying for cable TV.

Ticket: # 611750 - Complaint Comcast xfinity cable services

Date: 10/25/2015 2:39:43 PM

Received via: Internet

City/State/Zip: Noblesville, Indiana 46062

Company Complaining About: Comcast

Description

We have had issues with Internet phone cable and billing issues with this company for several months and have made several phone calls and the issues have not been resolved. We have also had technicians out on several occasions without a resolution. There have been 12 to 15 calls on the billing alone.

Ticket: # 611779 - Getting billed on a suspended account was told there would be no bill or fee

Date: 10/25/2015 3:23:46 PM

Received via: Internet

City/State/Zip: Lansing, Michigan 48917

Company Complaining About: Comcast

Description

On August 18th of 2015 I called Comcast to disconnect my account because I was leaving the country for an extended stay and would not require service. I was told by the Comcast representative on the phone that they could suspend my account for a period of one year and I would not have to pay anything. So I agreed to have the service suspended until June 2016. At the time I suspended the service I had a credit balance of around \$29 with the account. Near the end of August I received an email notice of a bill due from Comcast. I chatted online with a Comcast Rep and was told there was nothing due, my service was suspended and not to worry about it. Then, in September I received a similar notice email notice and once again chatted online with a Comcast Rep who assured me there was nothing to pay. Now in October I received an email past due notice in the amount of \$36.27 for the suspended Comcast service so once again I contacted Comcast by online chat and this time was told that there was a \$10 a month service charge for suspended accounts. WoW! That information was totally new and out of the blue and even if correct there should only be a \$10 charge since I was told in September that I was fine and had a positive balance on my account. So at this point it seems that this is total shake down. I have attached the chat logs from September and October along with a copy of the email I received stating my account bill was overdue and a copy of my account webpage showing an overdue balance. I do not have a transcript of the telephone conversation from August 2015 nor do I have record of the first chat in August. At this point I just want the service terminated and the account cleared of charges as originally promised by Comcast. I am out of the country and it is very difficult for me to talk on the phone with anyone about this. Email is the best mode of communication for me at this time.

Ticket: # 611787 - Comcast capped my internet to 300 GB's a month

Date: 10/25/2015 3:37:57 PM

Received via: Internet

City/State/Zip: Miami, Florida 33183

Company Complaining About: Comcast

Description

I've been a Comcast customer for many years & have cable, phone & internet service trough when....
When I signed my contract, it was for unlimited internet data...

Now as of a few months ago, they are capping their customers to 300 GB's a month

They say that if I agree to pay them an additional \$30 a month, that I can keep the unlimited data! I
already pay them \$207 a month for their triple play package that included unlimited internet data!

I don't see how they can just not honor their contract for unlimited internet data, just because they
decided to change it...

I can understand if they want impose this limit on their new customers, but not their existing
customers

Ticket: # 611790 - Overbilled on data usage charges

Date: 10/25/2015 3:41:37 PM

Received via: Internet

City/State/Zip: Mableton, Georgia 30126

Company Complaining About: Comcast

Description

Comcast charges customers extra if they consume more than 300GB of data in my area. However, their measurement systems are flawed and grossly over report a customers actual data usage. I have contacted them about this and they are unable to give me an explanation and they generally don't care about any objection I raise with them. Over the past couple months this overcharging has increased by monthly bill by a significant margin. Aside from filing a lawsuit in small claims court, I'm not sure what else I can do aside from praying that Google Fiber will reach my neighborhood.

Ticket: # 611824 - Retaliation

Date: 10/25/2015 4:40:25 PM

Received via: Internet

City/State/Zip: Coconut Grove, Florida 33133

Company Complaining About: Comcast

Description

I received a phone call awhile ago from someone at Comcast Corp. telling me in so many words to; "stop your complain or else". I just got this notice (screen shot attachment) even though my internet usage have not change at all. This is either a threat or another way for a Comcast to continue to rob American consumers for a service that is way bellow the standards of other industrilized countries. I will continue to sign petitions and donate money to other org. to find better alternatives to connect to the internet. Rest assure a time will come when there will be no need for internet providers or even the FCC.

Ticket: # 611851 - Comcast / xfinity data caps

Date: 10/25/2015 5:10:26 PM

Received via: Internet

City/State/Zip: Nashville, Tennessee 37211

Company Complaining About: Comcast

Description

Last month we were informed for the first time since having Comcast for over a year that we had reached a "data cap". I had no idea what that meant and after calling Customer Service (total waste of time) and the doing research online, I am filing this complaint against Comcast with the FCC. There are many reasons that I feel data caps are unfair but I will bring up just a couple. First, I find it ridiculous that this data cap is not being enforced nationwide, but only in select cities. Beyond that, I never once received any notification that this was going to start being enforced on my account. The very least that should have been done was a memo that this was happening should have gone out. Another complaint is just basic. there should not be a cap at all! If we started back up our Comcast tv service, we could watch tv 24 hours a day for the entire month with no penalty. But since we have downgraded our tv service to the bare minimum in order to participate in streaming only services like Hulu, Netflix, Amazon Prime suddenly there is a limit to how much we are able to watch. Ridiculous greediness on Comcast's side, probably because they are losing so many customers to the more streaming based tv experience.

I ask that the FCC investigate data caps and make a ruling that this be treated in a way that is more fair to the consumer and not just an excuse to nickel and dime us from the ISPs.

Ticket: # 611889 - Comcast 300 gb montly gap

Date: 10/25/2015 5:55:22 PM

Received via: Internet

City/State/Zip: Hialeah, Florida 33012

Company Complaining About: Comcast

Description

Im absolutely outraged at this new rule of comcast, I know of personally 3 households , (My uncle house, My mothers and myself's) being overcharged with extra charges for going over their new 300 gb cap. Plz take action to take down the monopoly and corporate greed which comcast is using to control and overcharge us the people in this country for a rule which they do not place any disclaimer of.

Ticket: # 611914 - Data cap unacceptable and unnecessary!

Date: 10/25/2015 6:53:32 PM

Received via: Internet

City/State/Zip: Wilton Manors, Florida 33334

Company Complaining About: Comcast

Description

Comcast limits my data to 300GB Per month after that there is a fee. I watch online services for my video content because Comcast cable services are too costly and now they imposed a limit on my data usage and I cant afford Comcast's high cost of TV service. I Should not be limited on the amount of data I use and it is not like data is a limited resource. I'm petitioning to have this cap removed!

Ticket: # 611920 - comcast not giving me what i am paying for...

Date: 10/25/2015 7:00:14 PM

Received via: Internet

City/State/Zip: Pembroke Pines, Florida 33024

Company Complaining About: Comcast

Description

For more than a year I have been paying comcast for the "blast" service and every month (maybe every week) i have never received his 75 Mb/s speed .. I have been in the service center, I have spoke to them..all is useless..I ended up canceling that "service".. my question is ..how come a company can advertise something and not comply with it?? how come are you going to send me a letter that now I have 75 Mb/s and I am only receiving less than 5 Mb/s.....am I really in the USA??? or because I am in Florida I am in a 3rd world country???

Ticket: # 611944 - Unfair Throttling

Date: 10/25/2015 7:33:33 PM

Received via: Internet

City/State/Zip: Atlanta, Georgia 30324

Company Complaining About: Comcast

Description

Whenever I'm close to reaching my data cap (which should not exist in the first place and is the reason why I'm leaving Comcast THE MOMENT I GET THE CHANCE) my internet speeds drop and feels like I'm being throttled by Comcast. I currently pay for 50 Mb download speeds and whenever we are close to reaching our data cap our download speeds drop 40-45 Mb.

Ticket: # 611947 - Data usage caps and fraudulent billing

Date: 10/25/2015 7:36:39 PM

Received via: Internet

City/State/Zip: Tucson, Arizona 85742

Company Complaining About: Comcast

Description

Comcast Xfinity data usage caps are exploitive and possibly fraudulent. I went on a week-long "strike" with my router off and my data usage still accrued to a point beyond my cap, requiring me to have to pay overage charges. My data usage has gone above the cap every month I've had the account, regardless of my actions & actual usage.

Ticket: # 611965 - Rate Increases**Date:** 10/25/2015 8:00:46 PM**Received via:** Internet**City/State/Zip:** Santa Fe, New Mexico 87501**Company Complaining About:** Comcast

Description

We signed up with Comcast internet/TV service back in April 2015 with understanding that our bill and service will be the same for 12 months. Since we signed up with Comcast we almost had to call them every month for some extra charges that we did not know why it is there and lack of service. They adjust some of the charges and promised that this will not happen again. On our last bill they did not adjust what they promised to do and When we called this time they told us that there will be a rate increase as well. At the time we signed up with Comcast our understanding was there will be no increase for one year and no one told us that there will be rate increases on the equipment or other fees. The equipment is the original equipment and nothing has been upgraded. We feel like that we have been deceived by Comcast because we were not told that there will be increases on the equipment and extra charges. We want to discontinue our service with Comcast based deception and not honoring what they promised, but they are telling us that we have to pay a huge penalty if we discontinue our service with them. Please look into this matter we feel like they are not delivering on what they have promised.

Ticket: # 611972 - 300 GB cap

Date: 10/25/2015 8:13:25 PM

Received via: Internet

City/State/Zip: Coconut Creek, Florida 33073

Company Complaining About: Comcast

Description

Comcast change their billing to include a 300 GB usage cap. I can pay \$30 more for unlimited usage.

In my area Comcast is the only option for high speed internet so I am stuck with their new policy that doesn't have any justification.

Please help. The internet shouldn't be restricted or capped.

Ticket: # 612022 - Comcast Data Cap on Unlimited Plan**Date:** 10/25/2015 8:59:19 PM**Received via:** Internet**City/State/Zip:** Fort Lauderdale, Florida 33312**Company Complaining About:** Comcast

Description

I made 2-year agreement with Comcast in March 2015 for a specific internet and home cable package. I've been a Comcast customer for many years and have never had a capped internet plan. When I agreed to the 2-year agreement, I was never told by any of the reps at Comcast that the company could -- at will -- change what I had agreed to without my consent. Comcast has put me in a 'trial' where now it wants to cap my data usage and charge me additionally if I go over 300GB of usage. I've never had a capped plan with Comcast. I asked them since it's a 'trial' that I wanted to opt out of the 'trial' and retain what I had signed up for in March 2015. I've been told by a few Comcast reps that nothing can be done, which basically means I have to be stuck with something that I don't agree with -- I didn't sign up for unlimited data usage for it to be switched to a capped plan after 6 months. I think it's unfair to a consumer such as myself. I agreed to a 2 year agreement for a specific product and that Comcast changed a policy without my consent and ratified the contract between me and it by calling it a policy change. It's response was for me to pay an extra \$30 to remain on what had currently been an unlimited data plan; not once was I capped. I was also told by a rep that Comcast had temporarily had a 250GB data cap but that it had chosen not to enforce it. It was the first time that I was ever made aware of it as well, which means that it made a prior policy change but never told me about it; regardless if it was enforced or not.

Ticket: # 612027 - Internet Usage

Date: 10/25/2015 9:02:10 PM

Received via: Internet

City/State/Zip: Riverdale, Georgia 30274-4408

Company Complaining About: Comcast

Description

I have had issues with Comcast and their 300GB usage cap. I have changed my internet usage and am still being told I am exceeding my usage cap. I have talked to their representatives multiple times and they always tell me they have "THEIR" logs and there is no way they can be wrong. I know others in my area and around Atlanta who have had the same issues with Comcast. I would change service providers, but Comcast is the only one who services my area. That also sounds like it is giving Comcast the opportunity to charge whatever they want to others in my area also.

Ticket: # 612037 - Speed Throttling Issues

Date: 10/25/2015 9:14:31 PM

Received via: Internet

City/State/Zip: Princeton, Florida 33032

Company Complaining About: Comcast

Description

Internet speeds consitently dropping from 85 Mbps download speed (what we pay for) to 15-20 mbps making streaming of tv shows and other activities impossible or extremely slow.

Ticket: # 612075 - Comcast Service Issues**Date:** 10/25/2015 9:55:14 PM**Received via:** Internet**City/State/Zip:** Alpharetta, Georgia 30005**Company Complaining About:** Comcast

Description

My Comcast service has been unusable for approximately 36 hours, with no help from their support staff. The first issue is that they are attempting to intercept my web traffic to insert a notification about bandwidth use (see attached picture). This has been failing for the past 36 hours, causing all web traffic to both be slowed by the failure, then causing web pages to fail to load. This is on top of the fact that my actual bandwidth speeds have been as low as 800kbit/100 kbit down/up, despite the fact that i pay for a 30mbit/5mbit plan.

Now, I'm not pleased there's a monthly bandwidth cap, but I have yet to go over the allotted 300GB monthly limit, and their current plan offers me 50GB/\$10 after going past cap, so I see no reason for them to be purposefully throttling my connection due to bandwidth usage. End of the day, I'm simply not getting what I pay for and they are not responding with useful help.

Ticket: # 612081 - Complaint against Comcast data cap

Date: 10/25/2015 10:15:44 PM

Received via: Internet

City/State/Zip: Weston, Florida 33327

Company Complaining About: Comcast

Description

Comcast suddenly instituted this month, data caps. Instead of providing better service, they are going backwards and performing worse. Holding their subscribers hostage.

Not only that, they are placing ads in front of websites informing you of data used, possibly breaching and giving them unknown control over your browser.

Ticket: # 612087 - Comcast Data Caps Violate Net Neutrality and Promote Monopoly

Date: 10/25/2015 10:36:04 PM

Received via: Internet

City/State/Zip: Monroe, Louisiana 71201

Company Complaining About: Comcast

Description

Comcast's data cap rules are abusive to customers and need to be stopped.

I work as a full time IT consultant for a local company. Part of my job is to be available at all hours to our clients whether I'm at the office or at home. I rely on my high speed internet service not only for my own entertainment but also for my only source of income. The ONLY high speed internet available to me is through Comcast. I've had an active account at the current address for well over a year and there has been a data cap since it was first setup. For the first several months I thought nothing of the data limit as I did not reach it despite using Netflix a few hours a day as I do not pay for cable TV. It has only been over the past few months that the data limit despite having not changed seems to be affecting my service.

The data measuring system does not seem to be in any way accurate. I have set up my account to alert me by text every time I reach another 10% usage. Sometimes it will alert me when I am at home watching Netflix and I think nothing of it, but I've also received alerts in the middle of the night while asleep or when I've been away at work for hours. Every month my internet usage seems to grow little by little despite my daily routines having not changed at all. I've even had to check that every device was set to never preform any updates or background processes and changed wireless passwords to ensure no one else nearby was responsible. The data usage has even gone up when Comcast was down in the area as it seems to be at least once or twice every month. This month I somehow reached the limit around the 20th despite having done nothing differently from previous months when it was closer to the 30th.

Data limiting is a way for companies like Comcast to charge users who have turned down their cable services for an online alternative. I should not have to pay more for home internet simply because I choose not to pay for cable service.

I would gladly change internet providers given the option, but as no other company provides high speed service to my address I am at the mercy of Comcast's monopoly.

Ticket: # 612088 - Modem charge

Date: 10/25/2015 10:41:13 PM

Received via: Internet

City/State/Zip: Seattle, Washington 98102

Company Complaining About: Comcast

Description

Comcast has been charging me an internet modem rental fee of \$10 per month since I moved in July, but I own my own modem.

Comcast continues to do this despite:

- * Me having a 2-year history with Comcast of not needing to rent a modem since I've owned one.
- * Explicitly saying "No, I own my own modem" when asked whether I would need to rent a modem when switching services to my new apartment.
- * Having contacted Comcast about this discrepancy last month. It was supposedly resolved then, but apparently not.

Comcast currently owes me \$39.03 (3 full months at \$10 plus 1 prorated at \$9.03), although this will likely become \$49.03 since my next bill is due in a few days. In addition, I have had to spend 2 hours of my personal time trying to resolve this.

I would prefer not to use Comcast, but there is no similar broadband competitor available in my apartment building.

[Ticket: # 612119 - data cap, with internet throttling](#)

Date: 10/26/2015 12:21:42 AM

Received via: Internet

City/State/Zip: Charleston, Florida 29403

Company Complaining About: Comcast

Description

paying Comcast for 50 mgbps down, while only getting 30 mgbps, and got an announcement on my monthly allotment of 300 G, which was never agreed to in a statement or on per request of internet service. Apartment complex only has Comcast as the only service provider in the complex.

Ticket: # 612131 - COMCAST DATA CAP

Date: 10/26/2015 1:32:08 AM

Received via: Internet

City/State/Zip: Hialeah, Florida 33010

Company Complaining About: Comcast

Description

My family and I are constantly using the Internet, we barely use TV service from Comcast and we've been planning to cut costs by cutting the TV service. We didn't know about this new cap service. Until a notification saying we had 90% left of data left on our plan on our computers. We were never notified about anything about a cap on our plan. No call no email, This is ridiculous and just plain wrong, how are they allowed to put a cap on our service when we pay too much and there's no other company besides AT&T to be able to get service? This is unforgivable and we need you guys at the FCC to make this right. Comcast has been screwing us over throughout the years and this needs to stop.

Ticket: # 612133 - Comcast Data charges

Date: 10/26/2015 1:44:01 AM

Received via: Internet

City/State/Zip: Tucson, Arizona 85742

Company Complaining About: Comcast

Description

Comcast continues to enforce data caps, even though they were not part of the original agreement. The data meter is inaccurate, and often shows far more data consumed than my router's logs. There's no oversight or regulation on them, they can say I'm using whatever amount of data they please, then charge overages on their arbitrary caps. This has to stop!

Ticket: # 612138 - Comcast data cap

Date: 10/26/2015 2:47:39 AM

Received via: Internet

City/State/Zip: Smyrna, Tennessee 37167

Company Complaining About: Comcast

Description

We are shocked at the bill we received from Comcast for exceeding our data limit. We have tried calling Comcast asking them to help us determine where or why we are exceeding the limit. They have no clue how to help us. We have been repeatedly asked to go to some stupid website which is supposed to help us determine our usage. The usage for which we are being charged is 3x above what their brilliant website calculates we should be using. The fact that we can be charged such high rates without any help or explanation, despite repeated attempts at seeking help, is highly unfair and unethical.

Ticket: # 612185 - Comcast deleting my account without notice or reason**Date:** 10/26/2015 7:14:45 AM**Received via:** Internet**City/State/Zip:** Broomes Island, Maryland 20615**Company Complaining About:** Comcast

Description

I have been a customer of Comcast for about 10yrs. i recently moved and did not want to lose my email with comcast during my transition. I was informed that my account would be places in a suspend mode for 90 day and if i needed longer at that point to call and they would extend my suspend term. i was also instructed to pack up all my equipment and hook it up at my new residence once i found a new home. On Saturday Oct. 17 2015 i was unable to log into my Comcast account and when i contacted Comcast they said my account had been deactivated/turned off/deleted. I talked with a woman by the name of Ice that morning and she informed me that her supervisor would call me back. Ice did call me back and when she went to transfer me to her supervisor the call was disconnected. This was around 45min of my time wasted. So i started over in the system because no one could find any record of my previous call. I next talked to a man by the name of Will and surprise we got disconnected. Will did call me back and after around another 50min on the phone Will informed me that I would be getting a call back to authorize turning the account back on. I did get a call back around 4hrs later but the caller conveniently hung up after one ring leaving me no time to answer. Sooo i had to start over again... i think you can see where i am going. The next call was the same runaround and after a day and a half i still have not heard back from Comcast. The 2 major complaints i have with Comcast other than their really bad help center is:

1. They deleted my 10yrs of email without notification and are telling me there is no was to recover any of my information.
2. I was misinformed from the get go on how the "Suspend" of my account worked and how my information/email would be handled.

I have never worked with a company that will hang up on their customer to avoid working out their problems. I hope the articles i am reading about the FCC being to busy to take on Comcast are not true. I hope my complaint will be taken seriously. If your IT department came to you and said "Oh by the way we deleted your email and cant recover it" I doubt you would call that a good day. Comcast should have a Contingency Plan in place to take care of these kind of problems but they dont seem to know what these words even mean.

I look forward to hearing your response

Ticket: # 612214 - Mishandling and Misrouting

Date: 10/26/2015 7:46:30 AM

Received via: Internet

City/State/Zip: Union City, Georgia 30291

Company Complaining About: Comcast

Description

Over the last two weeks I have attempted to reach your collections department to assist me with setting up Internet Essentials and have a billing block removed from my residents because I did meet the requirements. I have been mishandled, misrouted, hung up on, experience unprofessional customer service over 13 times in the last 2 weeks in an attempt to resolve this matter. Your representatives have refused to allow me to speak with supervisors and I've handed myself in a very professional manner however they still refuse to assist me in this matter.

Ticket: # 612246 - COMCAST HORRIBLE TREAMENT & CUSTOMER SERVICE

Date: 10/26/2015 8:16:09 AM

Received via: Internet

City/State/Zip: Port St Lucie, Florida 34953

Company Complaining About: Comcast

Description

I have been on the phone/webchat with COMCAST since Friday 8 am. I have been hung on, transferred into a ghost que, & told "too bad".

Friday Oct 23, I called in to change services to new location which would require installation since the house has not had COMCAST since 2007. I'm told someone will be there in 24hrs..This at 1 o'clock Friday..which means someone should be there Saturday by 1 o'clock. I call bright & early on Saturday Oct 24th at 9:00am to confirm (bare in mind this is only 1 of the 15 calls that day) so I can put my dogs in the house.. I speak to CUSTOMER SOLUTION CSR name: JOEL. He says "Someone will be there in 30 minutes...I give them an extra hour NO SHOW.

Now this is just a brief rundown. I called at the least 45+ times. I have been given so many different stories. I have been talked down to like I'm the scum of the earth and told numerous amounts of lies. I have talked to Jane, Joel, John, Raphael, Kelley, Susan, Jay, Thomas, and that's just a few of the names I've got at least 15+ names written down at home .COMCAST was quick to take my money Friday, but not quick to establish my services. I am disgusted in the way COMCAST has talked & treated me. Not only that, but now there affecting my job since I work from home. COMCAST has HORRIBLE COMMUNICATION between there representatives I have been given the runaround for days on end and have wasted my precious time trying to get this situated. But again I call back to verify the info a REP just gave me is correct to only be told I am wrong & that the information provided was incorrect. WHICH IS NOT MY FAULT!!! SO HORRIBLY DISGUSTED BY COMCAST. I'm CONTACTING BBB NEXT!!!

Oh, then "DISPATCH" calls me because an escalated E71 TICKET then tells me nobodies coming till FRIDAY OCT 30th WHAT IS THE POINT OF ESCALATED TICKETS...BETTER YET WHAT IS THE POINT OF HAVING CUSTOM SUPPORT & CANCELLATIONS SAYING SOMETHINGS GOING TO GET DONE TO AVOID ME FROM CANCELLING THEN DO NOTHING TO ASSIST THE PAYING CUSTOMER

IF COMCAST SEE'S THIS CALL ME ASAP (b) (6)
!!!!!!!

Ticket: # 612267 - Data caps from Comcast

Date: 10/26/2015 8:30:13 AM

Received via: Internet

City/State/Zip: Savannah, Georgia 31419

Company Complaining About: Comcast

Description

The data caps that Comcast is causing major issues in my household. We greatly depend on the Internet and the caps is preventing us from doing things we need to do. Please do something about this giant bully taking advantage of the hard working Americans in the markets that they are doing this in.

Ticket: # 612268 - Internet cap

Date: 10/26/2015 8:30:16 AM

Received via: Internet

City/State/Zip: Ball Ground, Georgia 30107

Company Complaining About: Comcast

Description

I am complaining about comcasts data cap they are just price gouging! There's no reason for it and other companies don't even have a cap but they don't service my area as far as I know.

Ticket: # 612276 - Internet cap and raising my bill

Date: 10/26/2015 8:34:04 AM

Received via: Internet

City/State/Zip: Ball Ground, Georgia 30107

Company Complaining About: Comcast

Description

I am complaining about comcasts data cap they are just price gouging! There's no reason for it and other companies don't even have a cap but they don't service my area as far as I know. I drop cable service with them to help with budget for my family and now they are trying to raise my bill.

Ticket: # 612322 - Comcast Internet Data Caps**Date:** 10/26/2015 8:53:24 AM**Received via:** Internet**City/State/Zip:** Plantation, Florida 33317**Company Complaining About:** Comcast

Description

Besides the fact that Comcast has been one of the worst customer service companies I have ever had to deal with, adding a 300 GB cap to their data plans is the shadiest business practice I've ever seen. Punishing people who don't want to purchase their cable service by making it more difficult to stream video data is extortion. Lets not forget that they are running a legal monopoly for high speed data service. I would love to get a different ISP, but Comcast is the only proper high speed provider in my area. I've never had so many issues with a company. Comcast is one of the best examples of corporate interest and monopoly destroying the country.

Ticket: # 612345 - Comcast throttled and degraded my service to upsell me on unlimited internet

Date: 10/26/2015 9:10:07 AM

Received via: Internet

City/State/Zip: Kennesaw, Georgia 30152

Company Complaining About: Comcast

Description

This weekend I've had terrible internet speeds. My kids have tried watching Amazon Video and it looked like a pixelated mess. I rebooted the router, which helped briefly, but the problem returned. On Sunday when I tried to use a web browser I realized I wasn't able to visit many pages because I kept getting a Comcast error message. Occasionally repeated efforts to reach that page would work. When I tried to log into my Comcast email, I noticed I couldn't even get to Comcast.com. I finally accessed my Comcast email to try and find the notice referenced in the error message by using my smartphone's internet. There, I found no notice except for one that said I was at 90% of my bandwidth quota. I called up Comcast and there I was warned about my bandwidth usage and the agent tried to upsell me on an unlimited plan. So Comcast degraded my internet while I was still within my monthly bandwidth quota just so they could try and upsell me on an extra \$35 a month. They made my service so bad I had to call in. Then they fixed it very quickly and tried to sell me on unlimited internet to prevent that problem from happening again. Sounds a lot like, "you've got a nice fast internet here, shame if something would happen to it." I have attached my Xfinity usage meter from yesterday showing I still had 11gb left along with a screen shot of the error message I'd receive when trying to reach webpages. Thank you for your time.

Ticket: # 612404 - Internet Data Usage Cap**Date:** 10/26/2015 9:34:27 AM**Received via:** Internet**City/State/Zip:** Coconut Creek, Florida 33063**Company Complaining About:** Comcast

Description

I am listing my grievances against Comcast/Xfinity's data usage program. Customer's have a cap of 300 mg per billing cycle. They can either pay \$10/per device once they go over the limit or pay \$30/month for unlimited data. This is an unfair business practice. My daughter is a full time home school student, all her classes are online. She has to do research online. We require fast reliable internet service, especially when she has to do tests. Part of her course work requires looking at streaming videos and movies. Home data should not be capped. This is anti-competitive. In an effort to cut down on the exorbitant cost of OnDemand cable, we have a Netflix Account. Streaming one movie basically puts you over your data limit. The only other internet service provider in the Area is AT&T broadband, which is not reliable. As consumers we are forced to abide by Comcast's strong arm tactics. This is especially frustrating when the services provided are not always up to par. Also, Comcast does not address if consumers get overage charges with Xfinity WiFi. This service allows you as a customer to use the Xfinity hotspot on a secure network. Do I get charges when Xfinity customers log on and my WiFi happens to be available? When I called Comcast, I am transferred to the Assurant Security department. It is very frustrating when the recording hangs up upon transfer. I finally spoke with someone to complain on September 28th, they advised me that it would be escalated to second level, no one followed up or called me back. When I called back on October 21st, I was told that this is the policy. and that the notes state that there was nothing they can do, but they never called me back. Since there is little or no competitors in this market, I believe this is a monopoly, price fixing and breaks several anti-trust agreements. I have little choice but to be forced to abide by their price gauging. That is why I am reaching out to you to protect my consumer rights. Thank you.

Ticket: # 612487 - Comcast 300GB Cap

Date: 10/26/2015 10:08:00 AM

Received via: Internet

City/State/Zip: Sunrise, Florida 33322

Company Complaining About: Comcast

Description

Comcast is imposing a data cap on my internet. In August and September, my average usage was 70GB and now I was informed I've used 281GB for October and I still have one week until the end of the current cycle. Comcast will automatically charge me \$10 for every 50GB I use in excess of 300GB unless I pay an additional \$30. This is a breach of my contract, please don't let the monopoly of Comcast dictate how we are going to live our lives!

Ticket: # 612667 - Comcase Data Caps

Date: 10/26/2015 10:56:59 AM

Received via: Internet

City/State/Zip: Winston, Georgia 30187

Company Complaining About: Comcast

Description

Please consider this formal complaint about the "trial" data usage caps and overage charges. I recently disconnected my modem and did not use service for over a week and my usage according to Comcast still went over their 300gb limit during that time period.

Ticket: # 612673 - Comcast Data Cap

Date: 10/26/2015 10:57:30 AM

Received via: Internet

City/State/Zip: Bath, Maine 04530

Company Complaining About: Comcast

Description

Back at the end of 2013, Comcast imposed a data cap of 300 GB per household stating that 300 GB/mo should be plenty for everyone. They said this was a trial process that they were imposing in several markets with the intent to go nationwide. Maine is the only market that encompassed a whole state, the rest were large cities. It has been 2 years now and they still haven't gone nationwide. That is an awfully long trial period. Since they imposed the cap, my internet bill went up so high that I had to leave COMCAST as a subscriber. At first, I couldn't find anything else in Bath, ME but I finally found GWI, but it is DSL. I am complaining about this, because there are large areas of the country that are having this imposed and for an abnormally long time without the rest of the nation being imposed with this, because I think Comcast knows that they will get investigated.

Ticket: # 612690 - Unable to access email

Date: 10/26/2015 11:00:10 AM

Received via: Internet

City/State/Zip: Camden, New Jersey 08103

Company Complaining About: Comcast

Description

Email disabled by service provider, with no 'acceptable" rationale for doing so.

Ticket: # 612697 - ISP lied about Soft credit check

Date: 10/26/2015 11:01:01 AM

Received via: Internet

City/State/Zip: Miami, Florida 33138

Company Complaining About: Comcast

Description

First time Comcast customer here. I previously had ATT Uverse for two years but decided to give Comcast a try in my new apartment.

During my first phone call with the Comcast rep who took all of my information I was told they need to provide a credit check. I was a bit skeptical and asked a fair amount of questions regarding this - I had no problem providing their \$50 deposit if they required a 'hard' credit check. However, they assured me it was only a soft inquiry and would not affect my Credit score. A week later I am on Credit Karma and notice that they in fact, made a hard check on my credit. This affected my score. I am upset with their deceptive communication and way of dealing with it. I called them and filed a report and they told me I would get a call back. Nobody has contacted me. And there is nothing they can say to make this better.

Ticket: # 612727 - Comcast Data Cap**Date:** 10/26/2015 11:09:16 AM**Received via:** Internet**City/State/Zip:** Tucson, Arizona 85705**Company Complaining About:** Comcast

Description

I'm paying Comcast just about \$150/month plus additional fees for having a strong connection (I say strong, not fast because I rarely come close to the speeds that they have offered me). I rarely get close to the speeds offered, I'm constantly throttled on my speeds to the point where even a 2 minute YouTube video will buffer. My life revolves around internet usage so I am constantly hitting my cap. Recently I upped my plan to pay EVEN MORE for a higher speed (Still getting crappy speeds after multiple technicians have been paid for to come out, multiple phone calls and chat supports have looked into the issue and have replaced my modem several times to a DOCSIS 3.0 with no resolution) just so that I could increase my data cap.. to 600GB/month. Somehow, I'm constantly hitting my cap, even when I'm not constantly using my internet - I know of other people who do online gaming, video downloads and uploads, constant music streaming and they don't even come close to a 300GB limit. I have my WiFi disabled and have One device currently connected to my internet.

This data cap is crap.. I've been a loyal Comcast customer for almost 5 years and now my bill is growing over \$200/month. This needs to be removed.

Ticket: # 612747 - Comcast Data caps

Date: 10/26/2015 11:16:33 AM

Received via: Internet

City/State/Zip: Johns Creek, Georgia 30097

Company Complaining About: Comcast

Description

Comcast is imposing data caps of 300gb. According to there meter I have used 326gb but my router is only showing 245gb used. They are not willing to accept that their meter is wrong every month.

Ticket: # 612895 - Victim of ISP abusive business tactics.

Date: 10/26/2015 12:08:47 PM

Received via: Internet

City/State/Zip: Miami, Florida 33196

Company Complaining About: Comcast

Description

On 10/26/15 I contacted Comcast customer service over the phone and requested an up to date detailed explanation and balance of data usages. I was informed that they could give me that information over the phone and that they would email me instructions on how to check my balance online. I did as indicated and found out that I had exceed the allowable data cap. Their online bill did not have a detailed breakdown of my data usage just a total usage. Which I was force to increase because I had to use it to check on such bill because they were not able to give a response over the phone. I find this business tactics unfair and abusive.

Please investigate this matter accordingly. Thanks,

(b) (6)

Ticket: # 612900 - Comcast throttles even after charging 10\$ for 50gb

Date: 10/26/2015 12:12:40 PM

Received via: Internet

City/State/Zip: Atlanta, Georgia 30340

Company Complaining About: Comcast

Description

Comcast is charging for more data but they are not delivering the speed I pay for. When I got comcast several months ago they did not have a data cap. Now every month they charge extra and the data routinely slows once we hit the cap. There is no reason for a cap in the first place and I feel this is stifling the internet as a whole. Internet is a necessity in this modern age and it is up to the government to protect this important utility from greed and corruption.

Thank you

(b) (6)

Ticket: # 612921 - Billing, Customer service, just everything

Date: 10/26/2015 12:15:26 PM

Received via: Internet

City/State/Zip: North Lauderdale, Florida 33068

Company Complaining About: Comcast

Description

I am disabled and I depend on Internet for everything from doctors to medications. We had a plan with Comcast with unlimited Internet. I was approached by a sales person who told me I could try TV channels for \$30.00 extra and if not satisfied, I could go to my old plan. There was an issue with Comcast box outside the apartment so they said they would send a technician with no charge. He came and they are billing me \$40.00 for it. Then they told my husband that they no longer have unlimited and that I could not go back to the old plan. The new plan has a cap of 300 GB. The salesman, Fred (ID F7C) told my husband he could place me on 600 GB for an additional 30.00 We did that even though they had promised me that I could go back to the old unlimited plan. My husband called back 2 days later and was on hold 2 hours. Chad told him there was no unlimited internet, they are still billing me the \$40.00 and I still had a cap of 300 GB. I then spoke to cabrice who told me she was upgrading me to 600 GB and the final bill would be 69.95. My husband called back 2 days after that, on hold another 2 hours and spoke to Steven who told him nothing had changed (including the \$40.00) and the bill was now 90.00. I then spoke to a Clarisse who told him she was giving him a "complimentary" service including unlimited internet for \$74.99. of course nothing was done. My Internet account on line now reads that I owe \$92.00, every agent lied to me and I am disabled and stressed severely because of this. Not to mention that We have invested 15 hours so far on hold the majority of the time and nothing at all is resolved. Please help me.

[Ticket: # 612922 - data cap charges](#)

Date: 10/26/2015 12:15:33 PM

Received via: Internet

City/State/Zip: Powder Springs, Georgia 30127

Company Complaining About: Comcast

Description

Comcast has started overcharging for data usage

Ticket: # 612956 - Comcast options and expense**Date:** 10/26/2015 12:23:12 PM**Received via:** Internet**City/State/Zip:** Miami, Florida 33144**Company Complaining About:** Comcast

Description

My complaint is general and I don't expect it to be resolved, however I would like the FCC to ban Comcast from preventing customers from subscribing to Internet only service. I would also like the FCC to restrict the number of extra fees that Cable companies can charge for their services when in fact they are not extras, but a method of raising costs outside of a fixed promotional contract rate.

I have been a satisfied cord cutter subscribing only to Comcast Internet service at 25Mbps for \$66.95 per month. I feel this costs too much, but have no real choice in the matter as the next lower broadband speed is 6Mbps and not suitable for my usage. Also, I recently noticed that on Comcast's web site under the "Pricing and Other info" link, for the Internet service cost, Comcast now requires a television subscription purchase along with any Internet service contract. I take this to mean that if I ever change my Internet subscription service level or bundle, that I would never again be eligible for Internet only service from Comcast.

I have been frustrated this year that the Presidential debates have all been on cable television channels making these important public political forums inaccessible to cable cord cutters. Recently I used Comcast's web site to look for an affordable Comcast TV/Internet combo service cost that included the cable news channels that are broadcasting the debates.

This would require the 140 channel option in one of Comcast's bundles. Presently my entertainment costs for TV viewing include Comcast high speed broadband (\$66.95), an outdoor TV broadcast antenna (free) and TIVO DVR service (\$14.99). Another reason to consider adding a cable TV subscription is that Comcast has recently imposed a 300GB per month maximum on broadband downloads including streaming in my city. I do not always go over this limit however in some months I have used closer to 400GB.

The best promotional rates for an Internet and 140 channel TV bundle is a two-year only promotional rate that is equivalent to about a \$65 to \$70 increase in my monthly costs. This includes an \$89.99 promotional monthly cost for 140 channels and 75Mbps (the only speed option with the bundle). That sounds very reasonable until you start adding in the

services I already have in my present configuration, like DVR service. This increases costs above the promotional rate by \$20.95 for Comcast DVR service (this includes their HD fee), a \$3.50 Broadcast TV fee, a Regional sports fee of at least \$1, a monthly fee of \$7.95 for one additional TV outlet and 11.3% in state and local communications taxes.

None of these extra fees are part of the fixed promotional rate and can be increased at any time. In my past experience, my Comcast bill increased by about 10-15% a year do to creeping extras fees. If the extra cost for adding television to my Comcast Internet subscription were only for changing to a bundle, I would be more likely to subscribe. Unfortunately, Comcast's business model leans heavily towards separating the fixed promotional television cable service rate from a menu of extras that really should not be considered extras.

I would like to know how many of their subscribers subscribe to each of these "extras". If it is over 75% than shouldn't they be considered standard services ? Seriously charging for HD ? Every television sold in the U.S. is HD capable. I can't believe they make this a separate charge.

In summary these extra fees that mirror the present services that I enjoy add about an additional \$33 to Comcast's promotional rate for a TV/Internet bundle or about 36%. The totals is \$123.39 for 140 TV channels before taxes. That taxes would increase the total for the 140 TV channel option to \$137 a month. Higher than my electric bill. Higher than my cell phone bill. In fact, higher than any other monthly service bill I have. By the way, Florida does not tax data communications, and stand-alone Internet has zero state or local taxes applied.

I will probably end up resubscribing to cable TV again (or Dish Network) because I am interested in following the presidential debates. I am seriously considering Dish network satellite TV because its service does not burden consumers with extra fees outside the promotional rates. Interestingly the state taxes for satellite television are about 50% higher than taxes for cable television. I wonder why that might be considering that cable television requires more state and local government infrastructure support ?

Once the promotional rate is over with in two years, the cost climbs by another \$40. \$129.99 per month. Not an extra \$20, not an extra \$30.... \$40. My net costs would increase beyond my present entertainment expenses by \$115 (including tax). That is a lot of additional money to pay for access to cable television. I think a reasonable cost difference would be an additional \$60-\$70 a month above Internet stand-alone including DVR service, HD, and a second TV outlet.

Over 85% of American households are cable TV subscribers. Explain to me how cable TV is not considered a basic service in the U.S. ?

Ticket: # 612971 - Comcast options and costs**Date:** 10/26/2015 12:25:52 PM**Received via:** Internet**City/State/Zip:** Miami, Florida 33144**Company Complaining About:** Comcast

Description

Corrected -- forgot documents in previous submission.

My complaint is general and I don't expect it to be resolved, however I would like the FCC to ban Comcast from preventing customers from subscribing to Internet only service. I would also like the FCC to restrict the number of extra fees that Cable companies can charge for their services when in fact they are not extras, but a method of raising costs outside of a fixed promotional contract rate.

I have been a satisfied cord cutter subscribing only to Comcast Internet service at 25Mbps for \$66.95 per month. I feel this costs too much, but have no real choice in the matter as the next lower broadband speed is 6Mbps and not suitable for my usage. Also, I recently noticed that on Comcast's web site under the "Pricing and Other info" link, for the Internet service cost, Comcast now requires a television subscription purchase along with any Internet service contract. I take this to mean that if I ever change my Internet subscription service level or bundle, that I would never again be eligible for Internet only service from Comcast.

I have been frustrated this year that the Presidential debates have all been on cable television channels making these important public political forums inaccessible to cable cord cutters. Recently I used Comcast's web site to look for an affordable Comcast TV/Internet combo service cost that included the cable news channels that are broadcasting the debates.

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The best promotional rates for an Internet and 140 channel TV bundle is a two-year only promotional rate that is equivalent to about a \$65 to \$70 increase in my monthly costs. This includes an \$89.99 promotional

monthly cost for 140 channels and 75Mbps (the only speed option with the bundle). That sounds very reasonable until you start adding in the services I already have in my present configuration, like DVR service. This increases costs above the promotional rate by \$20.95 for Comcast DVR service (this includes their HD fee), a \$3.50 Broadcast TV fee, a Regional sports fee of at least \$1, a monthly fee of \$7.95 for one additional TV outlet and 11.3% in state and local communications taxes.

None of these extra fees are part of the fixed promotional rate and can be increased at any time. In my past experience, my Comcast bill increased by about 10-15% a year do to creeping extras fees. If the extra cost for adding television to my Comcast Internet subscription were only for changing to a bundle, I would be more likely to subscribe. Unfortunately, Comcast's business model leans heavily towards separating the fixed promotional television cable service rate from a menu of extras that really should not be considered extras.

I would like to know how many of their subscribers subscribe to each of these "extras". If it is over 75% than shouldn't they be considered standard services ? Seriously charging for HD ? Every television sold in the U.S. is HD capable. I can't believe they make this a separate charge.

In summary these extra fees that mirror the present services that I enjoy add about an additional \$33 to Comcast's promotional rate for a TV/Internet bundle or about 36%. The totals is \$123.39 for 140 TV channels before taxes. That taxes would increase the total for the 140 TV channel option to \$137 a month. Higher than my electric bill. Higher than my cell phone bill. In fact, higher than any other monthly service bill I have. By the way, Florida does not tax data communications, and stand-alone Internet has zero state or local taxes applied.

I will probably end up resubscribing to cable TV again (or Dish Network) because I am interested in following the presidential debates. I am seriously considering Dish network satellite TV because its service does not burden consumers with extra fees outside the promotional rates. Interestingly the state taxes for satellite television are about 50% higher than taxes for cable television. I wonder why that might be considering that cable television requires more state and local government infrastructure support ?

Once the promotional rate is over with in two years, the cost climbs by another \$40. \$129.99 per month. Not an extra \$20, not an extra \$30.... \$40. My net costs would increase beyond my present entertainment expenses by \$115 (including tax). That is a lot of additional money to pay for access to cable television. I think a reasonable cost difference would be an additional \$60-\$70 a month above Internet stand-alone including DVR service, HD, and a second TV outlet.

Over 85% of American households are cable TV subscribers. Explain to me how cable TV is not considered a basic service in the U.S. ?

Ticket: # 613017 - Comcast Data Cap charges with no proof

Date: 10/26/2015 12:36:34 PM

Received via: Internet

City/State/Zip: Memphis, Tennessee 38117

Company Complaining About: Comcast

Description

I have been with Comcast for 8 months and 6 of them I have "gone over" my data cap. I have called and talked to many represent from from different departments but they can not tell/show me a chart of my usage. I have estimated my usage on many different calculators online and there should be no way that I go over 300 GB each month. I don't have any other options in my area, so I am being controlled by a monopoly. I have also asked about a different package and they said that's the biggest one and I will have to just pay the overage charges.

Ticket: # 613157 - Unresolved Issue with Comcast Bill**Date:** 10/26/2015 1:18:50 PM**Received via:** Internet**City/State/Zip:** Indianapolis, Indiana 46260**Company Complaining About:** Comcast

Description

I started service with Comcast on September 27, 2015. I made them aware that I had already purchased my own modem so that I wouldn't be charged to monthly \$10 rental fee. When my first bill was uploaded on my account page, it included to rental fee. I have called numerous times to have the error corrected. When they finally "corrected" the error, they changed the package I had ordered from the Performance Package (25mbps) to Economy Package (3mbps). Again after calls in excess of 10, they finally changed the package back to 25mbps. However, my bill is still incorrect. I was told that by 3 different people in billing and in customer solutions department that they couldn't update the bill on my account on line, but my first bill wouldn't be \$109.94 but \$62.05 instead. I was told to send in the payment of \$62.05 and the account would be up-to-date. I did so on Oct 12th and included a note on the payment stub explaining why the payment was \$62.05. I checked my account on Oct. 22nd and Comcast had charged me a late fee of \$9.50 when it was noted on the account that payment was received on Oct 21st. (due date was Oct. 22nd). I called again on Oct 23rd at 8am and spoke to an agent named Gladie and a supervisor named Chris and was assured once again that when my bill for November was uploaded on to my account page on Oct 25th, it would be correct (\$29.99 month charge and \$23.71 for the remainder of the charge due for the first month since they had told me to send in the incorrect amount of \$62.05). October 26th, I checked my account and now my bill says I owe \$135.25 for November. I am so frustrated and unhappy with this service. All I want to do is pay the \$29.99/month for the service that I ordered. I just want the bill online to reflect the correct information. I refuse to set up automatic payment until this is corrected. Please help me with this.

[Ticket: # 613275 - Comcast data cap](#)

Date: 10/26/2015 2:00:24 PM

Received via: Internet

City/State/Zip: Atlanta, Georgia 30306

Company Complaining About: Comcast

Description

Comcast is the only high-speed data provider in my Atlanta neighborhood and they have imposed a 300GB data limit per month. I work from home and cannot switch to AT&T because they only offer 6MB service in my area. This has been going on for over 2 years as a "test market" of which I have no choice.

Ticket: # 613403 - Unresolved Billing Issue with Comcast/Xfinity

Date: 10/26/2015 2:34:25 PM

Received via: Internet

City/State/Zip: Summerfield, Florida 34491

Company Complaining About: Comcast

Description

10/3/15 I signed up online for Internet Plus basic TV for \$39.99 month for 12 months with free HBO. There was a \$39.95 installation fee as well. The day after installation on 10/5/15, I received an email bill in the amount of \$140.09. The monthly bill is charged at \$54.99; a service visit for \$39.95 AND an Installation fee of \$39.95.

I have called six times to resolve the billing, been promised calls back (never happened), and even told by one Supervisor (Amy) that it didn't matter what I signed up for, what they were billing me was what I was going to have to pay. And if I didn't like that, I could just cancel my service and pay the existing bill.

No one at our local Comcast office will deal with a Billing issue, and again, I can't get this issue resolve with the Billing Dept. I called again today and asked to speak with a Billing Manager. I sat for over 45 minutes on hold and was then disconnected. I called right back and talked with John, a Billing Manager. I was promised by John (refused to give last name) ID# 1914026, that he would check into this situation and call me back within 15 minutes. An hour and a half later another John, ID# 07234, calls and said he just received my case and he needs a half hour to research my case and will DEFINITELY call me back within 30 minutes. It has now been over 90 minutes with no callback as promised.

Ticket: # 613440 - Poor internet service and cost of complaints

Date: 10/26/2015 2:46:00 PM

Received via: Internet

City/State/Zip: Aurora, Colorado 80013

Company Complaining About: Comcast

Description

Call center staff unable to solve issue even with a transfer to other departments. In my current call, I am being told that the agent does not know the name of their supervisor. Also that there is no chain of command for this call center to refer customers for more complete satisfaction. I have had very poor service for the last two months since Comcast advised me that our modem needed to be upgraded. After numerous technician visits (I pay extra for this every month) and phone calls my problem has not been solved. I am extremely disappointed in Comcast's customer satisfaction needs and response policies, the flexibility given to their call center agents, and their approach of not offering the most cost effective options for customer service.

Ticket: # 613451 - Comcast data caps in the Miami, FL area

Date: 10/26/2015 2:52:08 PM

Received via: Internet

City/State/Zip: Miami, Florida 33161

Company Complaining About: Comcast

Description

Comcast is now imposing a 300GB data cap on its users in the Miami-Dade, Broward and Florida Keys areas. Anyone who goes over the allotted 300GB cap is charged \$10 for each additional 50GB they use. Internet use does not cost them the already asinine prices they charge. Why are they allowed to impose data caps, charge overage fees and squeeze additional money out of consumers too gullible to understand that. Europe doesn't have this problem because they properly put a stop to the monopolistic practices of these companies.

Ticket: # 613542 - poor service, tells customers to "live with it".

Date: 10/26/2015 3:16:54 PM

Received via: Internet

City/State/Zip: Normal, Illinois 61761

Company Complaining About: Comcast

Description

On 10/21/2015 I contacted Comcast for slow internet issue. I am paying for the 75mbps line but only receiving 50mbps or less; TV was blank and got no picture no matter what. After numerous unsuccessful phone calls I was able to reach someone who is willing to send out a technician. They charge me such visits but the technician came and did ABSOLUTELY nothing. I fixed the TV signal myself by swapping out the cable (whatever Comcast sent me was defective). The agent even told me "well, signal quality has a lot of factors and if you only get 50 then you only get 50 -- there's nothing I can do". So is Comcast telling me that they CAN charge 100% and only provide 75% of the service? Last time I checked, that is called "fraud". I would also encourage the FCC look into Comcast's service visit charges. If they come troubleshoot Comcast's problem, why would there be a charge, especially NOTHING WAS DONE?

Comcast's service is also absolutely ridiculous. I spoke to Kevin from the Florida service center and he couldn't wait to hang up. He said he fixed my billing issue, but turned out the again, did NOTHING.

I wonder started when companies are allowed to charge customers for doing NOTHING! I hope Comcast understands that at this point, the only reason many of us are choosing Comcast is NOT because it's service or programming, but merely a lack of alternatives (local monopoly by cable companies). However, understand that very soon, fiber optics and wireless technologies will advance and I will get rid of Comcast in a heartbeat.

Ticket: # 613679 - lack of internet service by Comcast

Date: 10/26/2015 3:48:26 PM

Received via: Internet

City/State/Zip: Miami, Florida 33174

Company Complaining About: Comcast

Description

Comcast employees came to my home to provide me with internet high speed service. They could not find equipment outside to wire my internet to their web and indicated me that another crew will take over for that part of the job. They left and no work was done and there has been no service ever. Now they are sending me statements and even collectors threatening me with disconnection if I don't pay. I have explained several times what happened but they don't want to understand. My "account "No. is (b) (6) and I need that these charges (\$109.45 right now) be voided, and cancel the whole thing.

Ticket: # 613684 - Comcast Data Cap

Date: 10/26/2015 3:53:36 PM

Received via: Internet

City/State/Zip: Fort Lauderdale, Florida 33311

Company Complaining About: Comcast

Description

I received a pop up on my computer today telling me I have used 80% of my 300gb data cap on my Comcast Account. I didn't know anything about this. When I called Comcast I ended up speaking to a customer rep in a foreign country who cut me off. I called back twice more and was cut off 2 more times.

I don't use cable TV anymore because it is too expensive. I only use the internet. Now I run the risk of being charged extra if I go over my limit, yet I am paying the exact same amount monthly as I was before they created this cap. This is not fair to those of us who are poor in this country and cannot afford cable TV, get an alternative where we can stream TV and movies, and now are being held hostage by a greedy cable company who wants to make the poor who cannot afford their services pay even more. This is disgusting.

Ticket: # 613695 - Comcast Data Cap

Date: 10/26/2015 3:57:50 PM

Received via: Internet

City/State/Zip: Nashville, Tennessee 37214

Company Complaining About: Comcast

Description

Consistent overages every month without detailed itemized use of data. Customer service will not provide written details on where data is being used. I am being charged without proof of what I am actually using. Am I supposed to just take their word for me "going over"?

Ticket: # 613758 - 300GB INTERNET DATA CAP

Date: 10/26/2015 4:21:35 PM

Received via: Internet

City/State/Zip: Cooper City, Florida 33330

Company Complaining About: Comcast

Description

Last month I paid 99.99\$ for 105mbps of unlimited internet. In Europe it's 6.99\$ for 500mbps unlimited. Now Comcast tells me If I go over 300gbs a month, I have to pay 10\$ and another 10\$ after every 50gbs over the 300gbs. I know how much it costs to provide these services and we shouldn't be paying this much. It slows down progression, it kills the digital era, and they're trying to control how we purchase content.

They're forcing us to use their shitty services for everything. They control where we spend our money by degrading the quality of services other competitors offer by putting a data cap. They suggested we watch videos on the internet at 480p in a super HD world. They suggest instead of buying digital content, buy physical. One digital video game is about 1-60gbs in this era most are over 30gbs. This kills a market that's suppose to be growing rapidly not dying because of Comcast. This benefits no one expect a bunch of greedy fat fucks. ISP programs need to be regulated this destroys emerging markets it destroys everyone's future. It's greed that's stopping progression. Please make it stop.

Ticket: # 613803 - Comcast Ruining Lives

Date: 10/26/2015 4:32:04 PM

Received via: Internet

City/State/Zip: Hanahan, South Carolina 29410

Company Complaining About: Comcast

Description

I have been a customer of Comcast for 3 or 4 years now and each and every day their customer service gets worse and worse. They not only lost my business line (the main business phone number for my business) last year that put me out 4 weeks with no business but now I just got hung up on with my residential account. I paid my bill of \$77.21 on the 14th of October and they're trying to tell me I have a past due balance of \$77.21 as of October 25th 2015. I've been hung up on multiple times trying to get this resolved and I am very angry! I'm too busy to be on the phone with them for hours at a time. I run a business full time and am studying for my certifications so I work close to 80 hours a week. I need this resolved and Comcast will not resolve my problems. I will change over to AT&T (which is now available in my neighborhood) and get every single one of my neighbors to switch because we all HATE COMCAST. If something is not done about this I will file a class action lawsuit. I don't understand how a company with less customer satisfaction than the IRS can remain in business!.

Ticket: # 613879 - 2+ Years of Problems

Date: 10/26/2015 5:06:55 PM

Received via: Internet

City/State/Zip: Houston, Texas 77072

Company Complaining About: Comcast

Description

I do not get the speeds I pay for. I pay almost \$100 a month and I'm supposed to get 100Mbps down/10Mbps up. Every few months or so I have just awful upload connection speeds that I am unable to perform my job. They have sent technicians out. They have had crews do maintenance in the area. They've even gone so far as to give me a discount on my bill for how much this has inconvenienced me.

I livestream on Twitch.tv for a living. My work requires me to have a stable upload connection of at least 4-5Mbps, but for the past month or so they haven't been able to provide that on a consistent basis. Not even half of what I pay for. I know for a fact I'm also not the only person in my field who is subjected to Comcast's inconsistent service.

The problem seems to come and go as it pleases but one thing for certain is it always comes back and Comcast doesn't really seem to have an answer for it, and for the past month this problem has been a huge source of stress.

Below I have attached how bad the speeds can get and my conversations with their Twitter technician. The content in Speeds.jpg is particularly interesting because Comcast has speedtests of their own that always give the impression that nothing is wrong, except when you actually try to use it. The speedtest site on the top right is more accurate. The window at the bottom is confirming that something is wrong with Comcast's service (actively livestreaming to twitch.tv on a 3500kbps bit rate).

I have been nothing but patient with Comcast and this issue but after 2 years or intermittent problems and over a month and a half straight of this nonsense my cup is running on empty.

Ticket: # 613924 - Complaint against COMCAST

Date: 10/26/2015 5:20:49 PM

Received via: Internet

City/State/Zip: Boulder, Colorado 80303

Company Complaining About: Comcast

Description

I received a phone call from Comcast on 9/24/15 offering me a version of Netflix for an additional \$10.00/month over what I was paying. I was told there was a 30 day trial with no cost to me and that they would send me a cable box. I was assured I could send the box back if it did not work. I told the agent I had an older t.v. and that it might not work and made sure I could cancel this plan. I was re-assured there would be no charges if it was returned and assumed I would return back to my original plan.

My husband sent back the box with the pre-paid UPS label the very next day after receiving it because he could not get it to work. He called tech support several times to try and troubleshoot, but ended up telling them he was canceling that service.

Now, we are being told that our Internet plan is no longer available and to have the same plan it would be \$87.00 per month, rather than the \$45.00 I was paying!!! I was on a 12 month guarantee for that plan and we were only on it for a month or two before this happened. I spoke to several agents and supervisors and was told the same thing. Eventually, I was told I could be in the slowest Internet plan for \$59.99/month. So, I get to pay more for less of a service. I feel that I was bait and switched to get me off of my Internet plan and would like to file a complaint against unethical business practices by Comcast/Xfinity.

Ticket: # 613950 - Internet Fraud- ConCast

Date: 10/26/2015 5:31:32 PM

Received via: Internet

City/State/Zip: White House,, Tennessee 37188

Company Complaining About: Comcast

Description

I have been with AT&T Internet for years. However, due to being told by my adult children that Comcast had higher speeds and I am a Real Estate Broker for a large firm in Nashville, TN- I decided to try ComCast Internet out. I ordered it the middle of May, 2015. When ordering the new Internet I specifically asked about the plan I was paying for and the price. (\$130 a month) At NO time was I ever told there would soon be a cap on this plan. Had this been disclosed to me up-front, I would have chosen a different option.

Now, it seems that option was not only not disclosed to me up front and I was lied to by the Technician for ComCast but I am being forced to accept a plan I would never have agreed to- had I known it was about to exist.

This past Friday on 10/23/2015, I received a text and an email stating I had reached 90% of my allotted data per my "plan". At first, I thought it was spam and ignored it. Then when my son came over to visit me,.. I asked him to look at it. We went onto my account and sure enough- ComCast was saying I had a cap and my cap was almost reached. yet, I still had a week to go on my statement. I was confused and angered at the thought that someone could just change an agreement, not verbally disclose the possibility of a cap when specifically asked about the plan itself and told there was no cap!

So I began to look at my "usage" meter. As a Real Estate Broker, my busiest times of the year are during the Summer. So my Internet usage would be higher when work is busy. My usage showed 240GBs for July, 219GBs for August, 79GBs for September and low and behold- the month of October (Slower time of the year for my business and yet the first month ComCast is charging me for usage) is at 308 as of 10/25/2015. 312 as of 10/26/2015.

My computer has been locked from outside usage since the day it was turned on. It's just myself and my 75 year old Mother whom I take care of. I am gone every day working and have three outside offices for which the majority of my work is done. We do not stream a bunch of movies. We watch one to two PPV movies a month (and now must stop that as well), we do not play online games or download- upload any more then I was in July. infact, due to less business,.. I do less paperwork.

I don't believe these numbers are accurate! I don't believe ComCast should be allowed to change a persons plan without disclosure and approval FIRST! If I were to change my agreed upon commission rate with my client right before closing on a home- I could lose my license. I most certainly would lose my client. Integrity is the soul of ANY business and I question ComCast integrity at this point. I feel as though this is nothing short of extortion and I am offended at the way this was and is being handled. I feel violated and totally disrespected as their client.

I called ComCast Friday evening to get some answers but nobody picked up the phone. My son came over Sunday morning and we called ComCast again. This time "Erica" (would not give me an ID#) answered from billing. She informed me this was not a billing issue (I disagree) and she promptly sent me to "Technical Support for whom I spoke to a "Nelson" for no more then 2 minutes. Nelson then said he had to Transfer me to "Security" as he believes I may have been hacked. My computer Internet is locked. There has been NO hacking! I sat on the phone for 1 hour and 15 minutes and 32 seconds (I taped this conversation) before having to hang-up the phone due to appointment with a client I had to keep. Obviously, nobody was in a hurry to help answer my questions.

Again, as a Real Estate Broker- I recommend Com cast and ATT to my clients whom buy new homes every day. However; after this exhausting and very stressful experience- I will not be recommending Com cast to my Agents nor my clients. All will be told of this horrific experience.

I am being forced to pay outrageous sums for a slow Internet that only works fast from time to time. My \$130 slow Internet (which is crazy in and of itself) bill will now be costing me upwards of \$200 a month due to over data charges which I cannot even dispute. This extortion of the public "Just because you can and have a Monopoly on the Internet" has got to be stopped!!

Please help!

Frustrated in Nashville!

[Ticket: # 613956 - Comcast data cap](#)

Date: 10/26/2015 5:32:35 PM

Received via: Internet

City/State/Zip: Knoxville, Tennessee 37924

Company Complaining About: Comcast

Description

Very frustrated with the limit of 300 gb per month. We are easily exceeding and don't feel the cap should be so low.

Ticket: # 613975 - Comcast billing

Date: 10/26/2015 5:38:18 PM

Received via: Internet

City/State/Zip: Riverton, Utah 84065

Company Complaining About: Comcast

Description

I just discovered Comcast has been taking two payments a month out of my checking account for over a year - \$77.00 extra each month - after calling their billing number many times and talking to people out of the United States that don't help at all I went in to an Xfinity site. I was promised it would be taken care of and I would get a call that evening. Five days later I went in again (after no phone call) and they will only refund three months of the double charges - \$275.00 as opposed to at least \$800.00 they owe me. I am terribly upset with Comcast and won't stop until I have received what is owed me.

Ticket: # 613996 - Overpaid Comcast - Seek Refund**Date:** 10/26/2015 5:47:10 PM**Received via:** Internet**City/State/Zip:** Dothan, Alabama 36305**Company Complaining About:** Comcast

Description

Cancelled service 11/2/2012, as we moved; I have emails to/from Comcast rep regarding our move and cancellation of services. Comcast rep instructed me where to return equipment, which I did on 11/8/2012 (I have receipt for return). We continued to receive bills, which entailed a slew of emails & phone calls back & forth with Comcast (copies available). Comcast then informed me that I never signed a 'docuSign' that was emailed to me? Comcast continued to bill us for cable, phone & equipment fees, and we inadvertently paid \$517.43 on 1/2/2013 for 3 additional months of service (11/7/2012 through 2/6/2013) Jan 2, 2013. They continued to bill us, and are still seeking \$479.62. They ultimately cancelled service 4/22/13. I want the overpayment of \$517.43 refunded. I have had numerous phone calls and emails with several Comcast employees until it exhausted me. All emails and phone calls & receipts are documented, some are attached hereto.

Thank you for your assistance.

Ticket: # 614013 - Comcast Cable

Date: 10/26/2015 5:55:28 PM

Received via: Internet

City/State/Zip: McKeesport, Pennsylvania 15135

Company Complaining About: Comcast

Description

I, for some time, have had Comcast cable. I inquired a long time ago about receiving internet services for my children who need them for school since they were supplied with iPad devices and no longer have school books. I was told that I had to be a first time consumer but I have been a client of Comcast on/off for a long time. Each time I try to get the discounted services for my children, I am not given the services. The discounted services are to be \$9.95 per month. I have been paying almost over \$200.00 per month. I have been trying to make post-dated payments in order to keep the services on and so that my children can do school projects and/or homework to keep up with their school work. I am inquiring as to why I am not entitled to these services. And why this discounted rate only applies to first time consumers when the people that have been loyal consumers to them should receive them also. I came back to Comcast after being with DirecTV and was promised a specific \$114 locked in rate but have not paid that amount since it was supposed to be locked into that rate. Each time I try to cancel some of the services to make my bill cheaper it says it won't do me any good. I would like to receive the discounted \$9.95 internet services as well as any cable discounts that I can receive for myself and my 2 children who reside in the home with me. I am a single mother of 2 who receives barely \$400 for support for the both of them. And right now I have no working vehicle so I have been asking for rides to get back and forth to work, etc. Thank you for your time.

Ticket: # 614021 - Comcast Data Caps

Date: 10/26/2015 6:00:23 PM

Received via: Internet

City/State/Zip: Gallatin, Tennessee 37066

Company Complaining About: Comcast

Description

Comcast has implemented a cap on data usage in the TN market as a 2.5 year trial. This cap is not enforced throughout the country and according to Comcast blogs has no technical merit for the implementation of such a limit. This is purely a revenue stream and consumers should be given more choice vs being billed for overages.

Ticket: # 614041 - Billing and Lack of communication**Date:** 10/26/2015 6:14:53 PM**Received via:** Internet**City/State/Zip:** North Lauderdale, Florida 33068**Company Complaining About:** Comcast

Description

I've had comcast for approximately 8 months now and didn't have a problem with the service until after I moved in September. After moving I called to have my services moved as well, but after being told that it was be a \$60 just to have someone come out I decided against it. I went to the store to get the self installation kit and all they gave us was a extra modem for our internet.

We then called their customer service line and after spending almost a hour and half on the phone we were told that they would have to send a technician to take a look at the unit. We verified with them that there would be no charges and was assured that several times that it wouldn't cost anything. When the technician came out on the 30th to fix set up the unit, we were told that there would be no charge that he knows about and we would have to call customer service to be sure. I call back yet again to be sure and was told that there would be no charge. We started received several emails starting on the 30th stating that our was changed and that there was a add cost of \$39.95 then of \$43.95 and finally of \$80.25. After receiving each emails I would call and speak with customer service each time and everytime I was assured that it was a mistake because my bill hadn't changed. I expressed how frustrated I was having to constantly call them to resolve the same issue, but of course they said not to worry because they emails were a error.

After that situation was laid to bed I started receiving emails stating that I was over my data cap. Never even knowing there was a cap on the data because in the previous 7 month I'd never receive anything suggesting there was a cap I called customer service yet again to have some light shine on the situation, I was told that that email was a error because I was only at 12gb of data used. Again I became very frustrated because there was no consistency with any of the information I was receiving. The rep I spoke with stated that it may be because of the second modem. So I returned it as soon as I got the chance.

After taking care of that issue, I went on my account to pay my monthly bill and my bill was more than twice what it usually is. Yet again I had to call and see why I was being charged so much. Now I'm being told that it's because of the installation that I was told there was no charge to and the reason I was being charged after all was because only the technician would know the outline of our unit and what he had to do so customer service wouldn't know if I'm being charged or not. I explained that I spoke to the technician when he set up the unit and he told me there wasn't any charge that he knew of and only customer service would be able to go over the charges. I was then told that it was up the technician and the only thing they could do was credit me for only \$39.95 of the charge. I told them I wanted to cancel and won't be that outrageous amount because I verified more than once that my bill wouldn't change. I was then told that I would receive a final statement in about 2 weeks from the 20th and then I'd have 10 days from my final statement to return the equipment. The initial amount they charged me for this month's bill is still the same and yet again I'll have to call and verify that my last conversation was accurate. I am so sick and tired of this company. I've spent most of my free time talk and arguing with them and I'm tired. I just wanted Internet for school and work but all they've give

me are migraines and wasted time on a deaf ear. I recorded most of the conversation I had with this hellis of a company and I intend to use it.

Ticket: # 614044 - Comcast's unfair billing practices

Date: 10/26/2015 6:15:46 PM

Received via: Internet

City/State/Zip: Nashville, Tennessee 37211

Company Complaining About: Comcast

Description

My only available ISP, Comcast, refuses to lower my overall price of service when I remove cable television from my service package. A year ago, I was "forced" into taking a package initially when I signed up for internet service that included a cable subscription despite expressing that I only wanted Internet service. The price for this package was 39.99 dollars a month. Internet service on its own without cable was twice as much. Due to the obvious price difference, I took the cable package reluctantly. Now, my bill is \$86 for the same package (which I do not want) at the same internet speed. I called Comcast again to try to reduce my monthly payments by simply removing cable service, but again was told that removing cable would actually INCREASE my bill. In what world does reducing services provided increase the overall cost of something?

Why does Comcast do this? My belief is that it is to continue to make money from advertisers. In order to keep advertising dollars high, cable subscriber numbers need to remain high. At this point "cord cutters" like me are so abundant, that if they didn't INCREASE the price for not getting cable and just getting internet, their cable subscriber numbers would take a dive along with their advertising revenue.

This practice to artificially keep cable subscriber numbers high is harming consumers and preventing them from purchasing what they want and only what they want in order to save money. Please put a stop to this practice by requiring Comcast to offer me a lower monthly rate if I cancel my cable service rather than increasing my rate if I cancel a service I don't want.

I would go elsewhere with my business, but there is no other internet service company to switch to where I live. Comcast has a monopoly on my area, which means I'm forced to pay them EXTRA to remain connected to the web (a basic service nowadays).

Ticket: # 614058 - Comcast limited my internet GB without telling me

Date: 10/26/2015 6:20:20 PM

Received via: Internet

City/State/Zip: Key Largo, Florida 33037

Company Complaining About: Comcast

Description

I had unlimited internet and Comcast limited it to 300gb without telling me. I don't know how much it gonna be for the extra GB. They should not limit the Internet. It's abusive. They keep raising the tv bill every other month. They even were charging me for my own modem that I bought in Amazon. They asked my for proof of my purchase. Really? What about they send me the proof they own my modem? They are a monopoly in my building.

Ticket: # 614069 - Comcast changed term

Date: 10/26/2015 6:24:54 PM

Received via: Internet

City/State/Zip: Coral Gables, Florida 33146

Company Complaining About: Comcast

Description

Comcast set up a 300GB data-usage cap started at October 1, 2015. I signed up a 2-year contract in August, 2015 with Comcast, at that time, they did not mention anything about the data-usage cap, and in the contract there is nothing talked about data-usage cap. When I talked with the Comcast store and online agencies(both) to cancel the service because they add new term which I do not agree to, they all said it is ok, all I have to do is to make a call. Then when I called Comcast today, the woman was keeping high volume voice yelling to me:"You have to pay the Early termination fee \$250, and we put data-usage all the time but you just did not know. " The local news all showed data-usage-cap plan stated at October 1, 2015, and there is an e-mail sent by Comcast said it started at October 1, 2015. I replied to her:"I have an e-mail to prove that stated at October 1, 2015, and my September data using is 498GB(which from Comcast Tech.), I did not get any mention I reach the 300GB data-usage cap before. So it must be started at October 1, 2015." The woman then told me to shut up! and she then keep saying She is not gonna to talk with contract with me, If I want to cancel the service, I have to pay \$250.

This is a scam, Comcast put me into a 2-year contract and then put a data- usage -cap after 30-days-free cancel rotation, and their phone representative just tried yelling and lying to me about the whole stuff to keep me in the contract. This is a seriously crime.

Under the Consumer Protection Act(CPA), I can cancel the contract when a Unfair business practices, which Comcast has represented services in a misleading or deceptive way, Comcast can't bill me for services that I did not request or that is different from what I agreed to in the contract. I don't have to pay for these goods or services.

[Ticket: # 614139 - poor customer service and con artist scaled pricing on packages that increase](#)

Date: 10/26/2015 7:04:39 PM

Received via: Internet

City/State/Zip: Puyallup, Washington 98371

Company Complaining About: Comcast

Description

After calling a few weeks back about problems with internet, tech from overseas told me . Customer services called 2x over 2hrs. Argumentative, talking down to me. Minnessota

Ticket: # 614173 - Comcast Data Cap**Date:** 10/26/2015 7:20:35 PM**Received via:** Internet**City/State/Zip:** Deerfield Beach, Florida 33441**Company Complaining About:** Comcast

Description

Comcast and cable Internet providers have offered Internet access based on a monthly fee. Now Comcast is putting a cap on the amount of data their customers can use. There is no need for this cap as it does not cost them any more to provide this data. This is strictly a way for Comcast to increase rates and succeed because there is no competitor to lose their business to. It is a monopoly and they are using it to their advantage. There is no way to get another provider over the lines in place that could possibly be a competitor and Comcast knows this. Everyone has heard of cord cutters dropping cable but keeping the Internet to stream movies, well I am not, but I do use both services. I have cable TV access and Internet both, and I do stream movies. This does not mean I should be penalized for the way Comcast is trying to hide their caps and unlimited Internet price gouging. They are using examples like less than 2% of their customers use more than 300 GB, if so why do they need to cap it? They are not being hurt by 2% of the people using more than 300 GB because there is no extra cost to them for data... This is all bogus and way for Comcast to rob its customers and there is nothing we can do about it. Believe me, I will be moving to a sub-par solution (not cable) but it is not fair because they own the lines in our city and monopolize them. Please stop Comcast from their data caps that are nothing more than a way for them to generate revenues of a market they monopolize while thinking that people are ignorant to their purpose.

Ticket: # 614186 - Comcast - Worst Customer Service and Delayed Installation

Date: 10/26/2015 7:26:48 PM

Received via: Internet

City/State/Zip: Cooper City, Florida 33330

Company Complaining About: Comcast

Description

Ive filed several installations at a represented business with Comcast business class internet. After calling Comcast over 30 times in the last 3 business days, my internet is still not available. Noone is attending to this issue and even with escalated priority, it seems this company doesn't place urgency on any of its requests. All departments, sales, support, scheduling and installations have no idea what they are doing between one another. This is going on 2 weeks without any reasonable progress being made.

Ticket: # 614207 - data cap

Date: 10/26/2015 7:39:10 PM

Received via: Internet

City/State/Zip: Memphis, Tennessee 38118

Company Complaining About: Comcast

Description

Its been brought to my attention that there has been a data cap/ limit added on to my services. Ive been with Comcast for some time now and never received a notification that I have reached my limit. Also, ive been told by Comcast agents that I will be charge an extra \$10 dollars per 50 gigs that I am over. I am very upset and dissatisfied with the changes that they are making. I have considered canceling my services.

Ticket: # 614248 - Comcast Data Limit and Auto-Charging is UNJUST**Date:** 10/26/2015 7:57:49 PM**Received via:** Internet**City/State/Zip:** Murfreesboro, Tennessee 37128**Company Complaining About:** Comcast

Description

A year ago I had Comcast as a provider and they were terrible, but there was no data cap. I moved away, changed providers and was happy (no cap, excellent customer service). Now I have moved again, and had to sign up for Comcast once again. The data cap has been newly re-implemented and we have already exceeded the monthly allowance IN OUR FIRST MONTH because we weren't TOLD of a data cap AT ALL (1.5 weeks before it resets) and TWO of the auto-addition of data have been applied (2 of our ONLY 3 courtesy overages) and after the 3rd, we will be charged \$10 for every time we go over. I can't find a way to prevent this from happening!!! I have a business to run and I can't when I'm being overcharged for internet usage (I have 2 roommates to share with---300gb is NOTHING). We are heavy streamers, downloaders and uploaders; I send numerous emails and share large files regularly (GBs of photos!) This IS NOT implemented all over the US, just in a few cities! How is that fair??? It doesn't even say Murfreesboro, TN as one of them (Just Memphis, Nashville, and Knoxville!!!), but we sure have the cap in Murfreesboro!!!! NOT FAIR OR JUST IN ANY WAY! NO CAP ON INTERNET!!!!

Ticket: # 614257 - Comcast Internet

Date: 10/26/2015 8:00:08 PM

Received via: Internet

City/State/Zip: Miami, Florida 33185

Company Complaining About: Comcast

Description

The contract I signed for two years with Comcast is \$59.00 excluding taxes, fees, and ancillary services. Now that Comcast change put a 300gigbyte cap forcing me to pay an extra from the \$30 for viewing contents passing the cap. This is breaching the term of the contract. When I signed up there was no limit. In addition if I try to cancel my service with them due to them breaching their contract Comcast want to charge me a cancellation fee.

Second if this is the 1990s when I have one computer I would agree 300 gigabyte is sufficient. I am not sure which house hold today does not have at least 2 computer and 3 smart devices such as IPADs, Iphones or equivalent. Today many people watch videos online. Website content size are significantly larger. The contents and online retail sales will only continue to grow. This does not support consumerism and a free economy.

History shows when it was dial up I was paying \$19/month at 56kilobits no cap, dsl at 2-3 megabits for \$39/month no cap, and now I pay \$59.95 for 25 megabits with a 300gigabyte cap. I pay my fair share of cost increase with the increase of speed. Why should there be a cap? Simply 300gigbyte is not sufficient for any family especially mine.

Something must be done to stop none this none sense. Basically Comcast is charging me to view content online.

Ticket: # 614315 - Comcast's data cap is nothing but extortion

Date: 10/26/2015 8:17:47 PM

Received via: Internet

City/State/Zip: Duluth, Georgia 30096

Company Complaining About: Comcast

Description

300 gig per month data caps is absurd and the fact that FCC allows it is sad. We are all aware of the extortion comcast pulled against Netflix peering, and this further limits users from enjoying HD online content. Mathematically if you just watch HD content online and use your Internet for nothing else you get about 3.5 hours a day of content before you go over the cap. We all know we use Internet for more than just viewing HD videos which brings our usage down even more. This is nothing but a play by comcast to limits users experience and force their hands to either subscribing to their TV service or paying more for service they currently receive. By the same token they should provide refunds for people they don't hit 300 gigs per month, but we don't see that happening. It's shameful that users do not have adequate broadband choices and are locked into poor companies like comcast. FCC it is your job to protect the end user and now is the time for action. This data caps has no impact on existing infrastructure, it's just to increase profits at comcast. Please do something to stop this.

[Ticket: # 614326 - Comcast internet issues](#)

Date: 10/26/2015 8:21:58 PM

Received via: Internet

City/State/Zip: Morgantown, West Virginia 26505

Company Complaining About: Comcast

Description

I am currently a college student and customer of comcast. Since the beginning (August) I have been met with inconsistent internet download speeds as slow as 4-6 mbps. I pay for 25 mbps and when I contact customer support, the problem is never solved.

Ticket: # 614327 - Comcast in Washington

Date: 10/26/2015 8:22:13 PM

Received via: Internet

City/State/Zip: Puyallup, Washington 98374

Company Complaining About: Comcast

Description

I was sold their internet/tv service and was told their wifi would support 5 devices at one time with their super fast "Blast" speed. I also paid them for the install of my services. We only get 103mbps directly in front of their router and 39mbps as soon as you are 10 feet from the router. I called customer service and they transferred me 3 times to agents who could not speak english well and complicated things worse. I am wanting them to release me from my contract so I can pursue different carriers. The service I have is not as they advertised and constitutes fraud.

Ticket: # 614342 - Comcast Internet Service data caps

Date: 10/26/2015 8:29:46 PM

Received via: Internet

City/State/Zip: Miami, Florida 33157

Company Complaining About: Comcast

Description

Comcast has instituted a data cap of 300gb a month on all of their customers in south florida on October 1st. All customers that wish to have unlimited internet access are not required to pay \$30.00 more a month on top of their existing service to be able to avoid this data cap.

Ticket: # 614344 - Comcast put me on two contracts without my knowledge or consent

Date: 10/26/2015 8:30:42 PM

Received via: Internet

City/State/Zip: Albuquerque, New Mexico 87114

Company Complaining About: Comcast

Description

Within the past month, I decided to upgrade my comcast service to a faster internet speed, and then a few days later, to add TV service as well. I did this over the phone, calling them, and the representatives I spoke to never made a single mention of any contracts. I had joined with comcast in the first place due to their offer of contract free internet, as I did not want to be roped into a contract in the first place. After the service upgrade, I went to view my bill today to find that not only was I put on a 1 year contract for the internet, but I Was put on a 2 year contract for the tv service. I will not accept this contractual obligation because I was A. never informed of it, B. never authorized it, and C, never signed anything stating that I was agreeing to be put on a contract. I want my comcast service canceled, and I want a full refund for any installation fees, taxes, surcharges, and service fees for the duration of the contract period. I will not ever give comcast my business ever again after this.

Comcast also charged me for a technician visit without my knowledge or approval. They explicitly told me that troubleshooting visits would be free of charge, yet there is a 30 dollar charge on my account for the technician visit.

Ticket: # 614346 - Comcast is misrepresenting the products it sells

Date: 10/26/2015 8:31:17 PM

Received via: Internet

City/State/Zip: Boston, Massachusetts 02113

Company Complaining About: Comcast

Description

I have been paying \$75/month plus fees for enhanced speed internet (i.e., 75mbps download speed) and I continue to receive only 15mbps on average (sometimes less). Comcast has indicated that my equipment and wiring are in good working order but they refuse to further investigate or compensate me for a problem that has existed for 3 years and counting. As they have a cable monopoly in my city (Boston), I have no other choices for internet providers. They are unethical and price gouging consumers. Please see the following for an example of internet speed from tonight:

<http://results.speedtest.comcast.net/result/1091769964.png>

Ticket: # 614354 - Comcast unable to provide internet

Date: 10/26/2015 8:40:56 PM

Received via: Internet

City/State/Zip: Dublin, California 94568

Company Complaining About: Comcast

Description

I'm facing very very hard time to get comcast internet for my new home. I contacted several times comcast customer care to get new connection, but no proper update from them. Also contacted local office for the same, and they were suggested to go with AT&T Service. AT&T also unable to provide connection (Funny thing is they provided internet to all my neighbours, except me), all my neighbors are in are community and next to my door.

I don't have any other option to get internet to my home, and it' been more than 3 weeks now without internet (I'm working as Software Engineer).

Finally I reached out Comcast management, but After that things moved little bit and they agreed to give connection last week, but still no progress. I'm frustrated very much with these service providers a lot.

Requesting you to Please take some action on it and Help me.

Ticket: # 614360 - Comcast Data Cap - Cable Internet**Date:** 10/26/2015 8:45:23 PM**Received via:** Internet**City/State/Zip:** Miami, Florida 33173**Company Complaining About:** Comcast

Description

I've been without cable TV for quite a while but supplement my entertainment needs through Netflix and PS4 online gaming through a 25mb/s cable internet provided by Xfinity (the re-brand of Comcast). Recently I was notified via letter that I would now have a data cap imposed on my connection of 300GB. It sounded like a lot, so I was going to wait and see if it affected me. As of 10/25/15, I had used 90% of my allotment according to a pop-up used by Comcast as an alert. Yes, it's close to the end of the month so I'll slide in without an overage charge (I hope), but what happens when I have a usage higher than normal and hit the limit? Of course I'll owe Comcast money, so I'll pay up, and shop around for other providers.

The one other provider in my area is AT&T Broadband, which has comparable advertised speeds, but in real world tests, can't live up. I also recently learned that Comcast owns AT&T Broadband, not the same AT&T Mobile. So if I wanted to "vote with my wallet" as they say, I can either give my money to Comcast or Comcast? How is that for choice? I have none.

Consider this my formal complaint of Comcast and their data caps, which has been stated by an executive as a business move, not an infrastructural need. It only serves as another method to squeeze customers in an ever more connected world out of more money. I do not consider myself a power user with my Netflix and PS4 online gaming but am being treated as one. Please pressure Comcast to remove data caps and please restore some competition to the high speed internet market.

Ticket: # 614371 - Comcast Data Cap

Date: 10/26/2015 8:59:33 PM

Received via: Internet

City/State/Zip: Campbellsville, Kentucky 42718

Company Complaining About: Comcast

Description

I was not informed of the data cap prior to being implemented. On top of that it is only being implemented in certain areas. Finally, why is there a data cap to begin with. Please someone help!! Also Comcast is my only choice, isn't there some type of monopoly law that should be protecting my options and forcing competition?

Ticket: # 614374 - Over 300 gig limit

Date: 10/26/2015 9:00:32 PM

Received via: Internet

City/State/Zip: Miami, Florida 33186

Company Complaining About: Comcast

Description

So apparently my family now has a limit of 300 gigs a month? This limit is causing problems due to the fact that there are 6 people living in my household who use the internet daily so we go over the limit pretty fast. We hit the limit mid month and are already 150% over and still going. This is the first time I've heard about the limit of 300 gigs and from how it already looks, keeping below 300 gigs is going to be near impossible without cutting the wifi off half way through the month. Honestly though why have a limit in the first place? My family was already used to the unlimited wifi that I had signed up for when I started using Comcast so this switch over is not really going to work. It was honestly fine before but with now with the limit being added on I have no choice but to pay the fees due to there being no other adequate internet service provider in Miami other than well Comcast.

Ticket: # 614382 - Comcast regional monopolies and data cap imposition

Date: 10/26/2015 9:06:20 PM

Received via: Internet

City/State/Zip: Atlanta, Georgia 30308

Company Complaining About: Comcast

Description

I'm sure you've received thousands of complaints about this, so I'll just add my name to the list. What Comcast (along with many others) is doing is completely against the law, and they've been screwing the general public for decades. The recent imposition of "data caps" is nothing more than a slimy strategy to force consumers to purchase their cable packages instead of using online streaming services. This is absolutely disgusting, and I cannot believe it is allowed to happen in our country.

Do us a favor and prove the American people wrong; stand up for us, and not the companies that pay you off.

Ticket: # 614394 - my Data is Being Capped by Comcast

Date: 10/26/2015 9:12:30 PM

Received via: Internet

City/State/Zip: Tamarac, Florida 33321

Company Complaining About: Comcast

Description

My data is being capped by Comcast. I am not getting the amount of data that I pay for monthly.

Ticket: # 614421 - Xfinity internet

Date: 10/26/2015 9:49:29 PM

Received via: Internet

City/State/Zip: Richland, Mississippi 39218

Company Complaining About: Comcast

Description

I'm concerned about a recent message im getting & as I'm researching this, am wondering if it's legal. This trial Xfinity has my area in about usage.

Ticket: # 614453 - Comcast Usage Caps

Date: 10/26/2015 10:21:33 PM

Received via: Internet

City/State/Zip: Pembroke Pines, Florida 33026

Company Complaining About: Comcast

Description

Comcast has recently implemented Data Caps for certain bundled services. I have the Blast Plus! plan. Starting 10/1/15 Comcast has implemented a 300 Gig monthly data cap. Browsing through their FAQs, they indicate they are giving a 3 months grace period. However, a subsequent FAQ indicates they will not rollover unused data (from the 300 gigs) into future months.

How is that legal or fair? If I do not use my allotted 300 gigs in a month why would that not rollover? I paid for it. If not, will they be giving a pro-rated refund to the bill for the unused portion?

I think, however, the data caps should be banned. If it is under your current authority, it would be helpful if you enforced it. If not, a new rule preventing this price gauging would be most helpful and appreciated by consumers stuck with Comcast due to a lack of broadband competition in neighborhoods.

Ticket: # 614484 - Comcast Data Usage Caps in Nashville, TN**Date:** 10/26/2015 11:11:56 PM**Received via:** Internet**City/State/Zip:** Nashville, Tennessee 37215**Company Complaining About:** Comcast

Description

To whom it may concern:

I have been a Comcast customer for over a decade. I have never approached the 300gb limit recently imposed on internet usage. During the last three months, my data usage inexplicably rose from around 322gb in July 2015, to over 600gb in August, then ballooned to over 1400gb in September, which is ludicrous.

I have used Comcast's usage simulator to try to determine how to approach that level, and it is simply impossible. After several inane conversations with Comcast customer "service", I have changed all my passwords, scanned all my devices for malware, yelled at my kids, imposed usage limits and enabled firewalls.

Since doing all that at the end of September, I received a notification from Comcast within one week of my usage period, on October 8, that I have used 95% of my data limit (300gb). I am currently approaching 800gb with about five days left in this usage period.

First of all, there is no possible way to use this much data. Secondly, there is no explanation to the volatility of the amount of data being used month to month, and finally, there is no way to monitor data usage on a day to day or hour to hour basis, nor is there any way to determine how the data is being consumed.

I urge you to void the data caps being imposed on customers by Comcast, as the methods being used are inaccurate and vague at best, and extortive at worst.

(b) (6)

Nashville, TN 37215

(b) (6)

Ticket: # 614502 - Comcast Data Caps

Date: 10/27/2015 12:02:16 AM

Received via: Internet

City/State/Zip: Kennesaw, Georgia 30144

Company Complaining About: Comcast

Description

Comcast has put a limit on how much data I can use in a month. I signed up for high speed internet service not a high speed data plan. I was told this was a test. Its been over a year and its still here.

Ticket: # 614604 - internet bundle package

Date: 10/27/2015 7:48:50 AM

Received via: Internet

City/State/Zip: Jacksonville, Florida 32244

Company Complaining About: Comcast

Description

I have been continually harassed by the sales department, denied the package that I was told I would get as well as the equipment I was to receive. Now my service is disconnected and I never received a bill. not that I would owe due to the poor service.

Ticket: # 614607 - Comcast New Pricing Structure

Date: 10/27/2015 7:54:41 AM

Received via: Internet

City/State/Zip: Cooper City, Florida 33330

Company Complaining About: Comcast

Description

Comcast has imposed a new pricing structure limiting internet usage, for their residential customers at least, to 300gb per month when there has always been no such usage limit. They are imposing charges for overages (\$10 per 50gb over 300gb) or an additional \$30 per month for the unlimited usage customers already had. This seems unfair to change, without notice or consultation, a pricing structure that will limit internet usage as more and more home become smart homes with more and more devices needing internet access such use restrictions are certainly going in the wrong direction.

Ticket: # 614633 - Comcast data caps

Date: 10/27/2015 8:19:27 AM

Received via: Internet

City/State/Zip: Johns Creek, Georgia 30022

Company Complaining About: Comcast

Description

I recently signed up for Comcast's TV and Internet service. I signed up online and was assisted by a sales rep via an online chat session. When I asked him about whether I'd incur additional fees for exceeding the 'trial' data cap program in the Atlanta area he said I would not but that I'd be contacted by Comcast to determine if there are reasons why my data usage is so high (paraphrased of course). So now I have the service and realize that Comcast does intend to charge me for data usage beyond the set cap (300 GB) after allowing me three months of grace if I do go over. When I called them yesterday they informed me that they now have an unlimited data plan for an additional \$35 per month. Since I have no accurate way to gauge my internet usage on a daily basis (let alone the time to do it) I feel I have no choice but to either pay the fees for excess usage, pay the \$35 for unlimited data (which I thought I was getting to begin with) or switch to another provider (but since I'm on a contract to receive their promotional offer I cannot do this without incurring additional costs not to mention the investment I have in the cable modem/router).

Comcast holds all the leverage in this relationship and seems only interested in digging deeper into my pocket each month. I realize this is not a new topic and that there is little I can do other than let someone know so that's the purpose of this correspondence. Thank you.

Ticket: # 614652 - comcast contract still not corrected Ticket No. 581588

Date: 10/27/2015 8:35:01 AM

Received via: Internet

City/State/Zip: Brownstown, Michigan 48183

Company Complaining About: Comcast

Description

Comcast proposed extending my contract at a reduced rate 3 months ago but approximately 80 emails and phone calls later, they still have not emailed me an accurate contract reflecting correct name, services, and pricing. Retentions department will not follow thru or respond, no supervisor has produced results and I continue paying a higher rate for inferior service. Most recently I was emailing a supervisor named Nate Drayton III, who has also gone missing and cannot be reached at Nathaniel_DraytonIII@cable.comcast.com for ESL02106019. This is my third complaint to the FCC on this issue. Please help.

Ticket: # 614670 - comcast adding service fees every month even though they have been told not to

Date: 10/27/2015 8:43:18 AM

Received via: Internet

City/State/Zip: Houston, Texas 77008

Company Complaining About: Comcast

Description

i have asked many many times for comcast to not add service protection fees to my account however if i dont watch my bill they put it on there and i have to keep calling them to remove it.

Ticket: # 614696 - Comcast Cable Communications, Inc feedback

Date: 10/27/2015 8:52:48 AM

Received via: Internet

City/State/Zip: Atlanta, Georgia 30005

Company Complaining About: Comcast

Description

Internet regularly drops packets or feels throttled. The data cap is low for a family that works online and has no way of being raised aside from paying per GB. For weeks at a time net would drop at ~2pm while I'd see a worker out in front of my house messing around with ZERO notification. It's absolutely insane how much more we pay for net out here and how much less we get. I will switch the second something more efficient is available.

Ticket: # 614706 - Comcast Cap on Usage before charging more

Date: 10/27/2015 8:57:59 AM

Received via: Internet

City/State/Zip: Savannah, Georgia 31410

Company Complaining About: Comcast

Description

I feel like it is extortion the way Comcast is putting a cap on usage. 300 G seems like a lot but not with the demands of technology. I have no other real option where I live as far as other providers. Just another way Comcast treats their customers poorly.

Ticket: # 614738 - Final billing

Date: 10/27/2015 9:08:56 AM

Received via: Internet

City/State/Zip: Cumming, Georgia 30040

Company Complaining About: Comcast

Description

On September 15, 2015 my internet and phone service were disrupted when a company overlaying fiber optic cable severed the line on my property. I had no service after the early morning hours of 09/15/2015. Repeated calls were made and multiple promised dates passed without restoration. Comcast repeatedly described my situation as a "wide spread outage" although it was evident the cable in my yard was cut and my neighbors, Comcast customers, were not affected. Numerous calls generated service tickets that were subsequently cancelled by Comcast. Each time I received a notice that the ticket was cancelled I called back to advise that the service was not restored. With no phone and no internet service for this extended period (11 days) and no indication that Comcast was making any effort to rectify the situation, I decided to move on to another service provider. Service was connected by AT&T on 09/25/2015. At that time the technician attempted to port the telephone number but it was not released. The telephone number was held by Comcast until I filed Complaint 569699, which resulted in the release on October 9, 2015.

On September 28, 2015 I spoke to Comcast regarding the cancellation and was advised I would receive confirmation and instructions for returning equipment via email. On 9/29/2015 I called again, as I had not received the email, and was advised it may take 48 hours. On 09/30/2015 I still had not received the email and called for verbal instructions. They sent me to a maintenance facility that does not interact with the public. I called again and was advised to take it to UPS to return. By their instructions, I returned their equipment via UPS and it was received on 10/01/2015. I obtained proof of delivery from UPS showing it was Signed By: JOHNSON Left At: Dock.

Comcast bills in advance so the billing dated August 28, 2015 was for the period 09/04/2015 through 10/03/2015. Initially, I paid that bill but when I began to realize they were making no attempt to restore service I disputed the charge. Comcast sent me a billing showing a late fee of \$9.50, with a \$45.00 early termination fee and a \$90.00 unreturned equipment. I agree that I owe Comcast \$30.87 for the 11 days that I received service. I do not owe them an early termination fee since I did not leave by choice but by necessity as they were not fulfilling the contract and were in fact lying about why I did not have service. Nor should I be charged an unreturned equipment fee when they received the equipment 7 days prior to their billing, I have called Comcast to attempt to get this corrected and have spoken with agents numerous times. I was without internet service for 11 days and I was without home phone service, a direct fault of Comcast, for 24 days. While speaking with their agents I'm advised they agree that I only owe for the dates of service and are making changes. I have requested that the agent email me a billing and have been advised they do not have that capability. They advise a new billing will be posted and to watch for that. However, when I check for a new bill, their online billing does not reflect what we discussed. I have yet to receive a final billing showing the erroneous late fee removed, the erroneous early termination fee removed and the returned equipment credited back to the account.

In my last conversation with Comcast, October 26, 2015 I advised them that I received a notice stating the bill due date is approaching. "10/25/2015; Hello, Your payment is due on 10/30/2015." I advised I can't pay the bill posted or the amount shown on the online billing system since they are both wrong, incomplete and in fact are different amounts. Their agent assured me that a corrected

bill is in process but as of 10/27/2015 it is not posted. That only allows three days for the bill to generate and post before it is past due.

During this process I have downloaded and printed 4 billings. None of those are correct. When I attempt to understand the billings by adding the charges and subtracting the credits they do not total to the bill amount due nor agree with the amount shown due on the Comcast billing page. I believe the billing process is purposefully confusing and is deceitful in an attempt to generate income from late fees and "alleged" unreturned equipment.

Ticket: # 614760 - Comcast Internet Service**Date:** 10/27/2015 9:20:05 AM**Received via:** Internet**City/State/Zip:** Saint Paul, Minnesota 55130**Company Complaining About:** Comcast

Description

I am a Comcast customer. I have order internet service only. I been billed for additional service, Xfinity basic TV which I canceled September 2013. I cancel the TV service because the Comcast service person did not keep the TV installation appointment September 2013. The cable TV box was returned the same month to the local Comcast service station in St Paul, Minnesota. I did not notice the small TV bill (about \$8.68 more each month) until I was moving this month (October 2015). I called customer service 10/26/2015. The operator, XXS, told me that it was my fault that I did not notice that I was being billed for a service which I canceled September 2013. Further, I asked about sending my bill to the new address. He said that I would have to use US Postal service to forward the bill to the new address. Comcast would take my new address if starting service or moving service but not ending service. At first the operator said if I had issues with billing he I would be transferred to the billing department. He had no power to change my bill. However after I explained the circumstance above, the Comcast Rep indicated that, yes he had the power to change my bill, comcast would refund 3 months back but not 2 years. Further he said I would bill for additional \$13 more if I switch to internet only, that is back dating to September 2013. I told him that's not what I signed for nor was the price of \$80 internet service which I did never agreed to. I am requesting a full refund of the unused service \$8.68 + fees returned to me since September 2013.

Ticket: # 614791 - Xfinity Internet GB Limit

Date: 10/27/2015 9:34:43 AM

Received via: Internet

City/State/Zip: Knoxville, Tennessee 37920

Company Complaining About: Comcast

Description

The 300/month GB limit is the craziest thing I have ever heard of. The reason most people get internet is to have Internet access, and a lot of people, like myself, work from home from a computer and have to have this access, and will without a doubt go over the monthly limit. This is taking advantage of people. This is ridiculous, and as of now, I am definitely looking into other options through other cable companies. I've always love Comcast but this is absurd!

Ticket: # 614889 - Internet service from Comcast

Date: 10/27/2015 10:08:55 AM

Received via: Internet

City/State/Zip: Mckeesport, Pennsylvania 15135

Company Complaining About: Comcast

Description

The internet service in my area (Elizabeth Township) from Comcast is terrible. The service is constantly losing connection and this is not an issue with the modem at my address. I have spoken with at least 30 people that live in the same township and everyone has issues with Comcast. At this point, Comcast is the only provider of high speed internet in our area. There are limited portions of our township that have access to Verizon Fios.

Many people have contacted Comcast due to the connectivity issues, however Comcast normally says there are no issues in your service area and they have you restart your modem. I work from home and am on the computer connected thru a VPN, so I may notice the "flickering" in the service more than other people.

I feel as though Comcast is not addressing this issue because they know they are the only service provider with high speed internet in this area.

Ticket: # 614906 - Comcast

Date: 10/27/2015 10:16:42 AM

Received via: Internet

City/State/Zip: Deerfield Beach, Florida 33441

Company Complaining About: Comcast

Description

Comcast has abruptly decided to change the way they provide internet by selling it in a form similar to a cell phone data plan. I did not sign up to get my internet this way. I now have an allowance of 300 gb per month and I have to pay an extreme amount of overages if I happen to go over. That is unless I pay \$30 extra for the unlimited plan.

As I approach my data cap half way through the month, they pop up messages on my computer through open ports on the router they provided me to notify me of it. On top of that I get a phone call stating it. Then an email. Almost every day after going over the 300 gb. I called and they refused to stop with the popups etc.

They told me for the first 3 months of this I will not incur any further charges. However, I do not like being forced into this situation. There isn't another provider in my area that can provide adequate bandwidth otherwise I would switch.

Ticket: # 615069 - Comcast Service Interruption / Error

Date: 10/27/2015 11:08:34 AM

Received via: Internet

City/State/Zip: Chevy Chase, Maryland 20815

Company Complaining About: Comcast

Description

On 10/28 at approx. 10:30am ET, i called Comcast to notify them that i would be moving on November 18th and would like my services disconnected on that date. During the conservataion with the Comcast representative the call dropped. I soon realized the Comcast representative had immediately disconnected all my Comcast services, Internet, TV, Phone. My TV services was restored first, then Internet took longer, had to be transferred to Tech Support. The phone service, as of this complaint is still not working, Comcast working on manual workaround to restore service.

I requested a credit for inconvenience, service interuptions for 3 services and about 2 hours of phone time with Comcast, and lost time at work due to this incident/error made by Comcast.

Ticket: # 615132 - Comcast customer service complaint**Date:** 10/27/2015 11:30:28 AM**Received via:** Internet**City/State/Zip:** Grayslake, Illinois 60030**Company Complaining About:** Comcast

Description

I called Comcast a couple of weeks ago because they had raised my monthly rates from \$69.99 by more than \$20. They said my promotional period had ended. I told them I had never agreed to a promotional price, that they shouldn't reward loyal customer service with price hikes, and I would cancel my service if they didn't reinstate my original rate. They informed me they would lower my rate back to \$69.99. A week later I noticed that they had credited me the additional charge for the previous month, but my new bill was still at the increased rate. I called back, and they said they had no record of having made such an agreement, and they told me they wouldn't be able to give me the \$69.99 rate again because the computer wouldn't allow them to make the change. The next day my husband called and spent an hour on the phone with a service rep in the cancellation department who agreed to lower our rates back to \$69.99. He was also told we could save \$10 a month by purchasing our own modem, rather than renting theirs. Today he called to inform Comcast that we now had our own modem and wanted to send theirs back, at which time he discovered that our rate was still at the higher price. He was told the same thing that I was told, they had no record of the conversation where a rep agreed to lower the price and that they would not be able to make the change. Clearly they are playing a game in the hopes that we will give up and agree to pay the new price.

[Ticket: # 615144 - Comcast Internet Billing](#)

Date: 10/27/2015 11:32:38 AM

Received via: Internet

City/State/Zip: Portland, Oregon 97209

Company Complaining About: Comcast

Description

Postal Mail Ticket Ready For Data Entry

Ticket: # 615155 - Comcast customer service and tech assistance**Date:** 10/27/2015 11:34:00 AM**Received via:** Internet**City/State/Zip:** Houston, Texas 77081**Company Complaining About:** Comcast

Description

It took me several weeks to decide if I would write this complaint but after how I was treat by the representatives (customer service reps, supervisors, mangers, and service tech supervisor) this need to be addressed.

It took me a week to finally get someone to come out and look at my internet service. I call on October 6th and spoke with a representative name "ANN" and stated to her my situation as far as my internet service not working. She asked me to hold and she would troubleshoot it. She came back on the line and stated she could not receive a signal and would send someone out on Friday October 9th. I informed her I would not be available on this day and if there was an earlier date for someone to come out. She placed me on hold and said yes I was "lucky" because they had an appointment available the next day between 1p-3pm. She assured me someone would call 15 minutes before my appointment to make sure I would be available. I took off from work the next day to be there and no one showed up. I called later that evening to see what happened and they apologize several times and wanted to reschedule for the 9th of Oct. Again I clearly stated I would not be available for this date. I request a supervisor and was placed on hold for 25 mins until someone came on the line and was again given an apology, states would have someone come the next day; would be given a call 15 mins before the arrival and a credit for not having service(which still haven't received). This went on for 4 days. I get a call on Friday Oct 9th from the service tech and he states he was at my place to fix the service. As I explained to him I was not available he states I needed to call the office and reschedule my appointment date. Within 15 mins or so; I get a call from Comcast and a lady states I missed my appointment and I need to reschedule and to call back to reschedule. The next available date would be a Oct 14th. When calling back I go through the whole situation again with customer service letting them know what was going on. I request to speak to a manager. At first was told not manager available. A gentlemen comes on the line states he was a "manager" and basically tells me "what you want me to do." This attitude also comes from the "supervisor" of the scheduling of the service techs. This really pissed me off. He just switched me over to the customer service department again. I advise them I would write a letter of complaint. Everyone was like ok do what you have to do. Finally get 2 calls from two different "supervisors" and tells me the tech would be there on Sunday and then someone called back and stated he would be there Saturday. Yay he showed up!!! You are quickly to turn someone service off if they don't pay their bill but when it comes to getting service fixed; you take your time and have rude people giving out false information. VERY DISSAPPOINTING. YOU REALLY NEED TO GET IT TOGETHER. I am sure I am not the only one experience this from you!!!!

Ticket: # 615337 - overage charges for internet/Comcast

Date: 10/27/2015 12:07:20 PM

Received via: Internet

City/State/Zip: Alpharetta, Georgia 30004

Company Complaining About: Comcast

Description

My internet bill went from \$70 to \$200 due to data usage overage fees from Comcast. How are they getting away with this robbery? I stream HULU and Netflix because other TV is too expensive. Now I am going to have to cut everything just to survive. So my teenager won't have internet? This is INSANE please someone STOP COMCAST OVERAGE CHARGES!!!!

Ticket: # 615398 - Comcast billing polices

Date: 10/27/2015 12:20:58 PM

Received via: Internet

City/State/Zip: Vallejo, California 94590

Company Complaining About: Comcast

Description

I recently received a bill from Comcast which was significantly higher than my usual bill there were charges that were billed as ,total other charges ..These charges were \$17.98 . When I contacted customer service they said the charges were for convince fees for paying over the phone & a reconnect fee & that these fees could in no way be reversed. First of all my service was never disconnected & I gave them permission to take 2 payments out of my bank account so I never paid on the phone. The person said that the automated system tells you briefly about the charge for paying over the phone. I never paid on the phone so I never heard this automated charge information. So the customer service rep. ended up taking off one of the convenience fees after 30 min & me getting very upset. The other charges are still on my bill

Ticket: # 615443 - ISP Data Caps

Date: 10/27/2015 12:33:39 PM

Received via: Internet

City/State/Zip: Fort Lauderdale, Florida 33334

Company Complaining About: Comcast

Description

I have Comcast. As steep as it is, I have no problem justifying the price for Internet service. I have no problem justifying the price for faster download speeds. I do have a problem paying for service and increased speeds AND paying for going over a technically unjustifiable data cap. Now I'm paying more for faster speeds to get to a Data Cap faster and the only way to prevent going over is to limit my use of Comcast's competitors (Netflix/Hulu, YouTube, etc.). It's the absolute definition of a money grab and it's beyond unfair to consumers when these giant companies are already making trillions.

Ticket: # 615492 - Comcast

Date: 10/27/2015 12:44:07 PM

Received via: Internet

City/State/Zip: Englewood, Colorado 80110

Company Complaining About: Comcast

Description

I opened a Comcast internet and cable combo under my side biz Spindle Sage LLC they told me it was a special, nothing down. My biz was not successful so I called to cancel and they are saying I will have to pay over \$1200 bc its a 2 year contract. I did not agree to a contract, my lease was only for 6 months, I've reviewed all of my documents and nowhere does it say a 2 year contract. The only other option they are offering is lowering my bill by \$20 and removing 80% of my services. This does not seem legal. They also would not allow me to have a consumer account even though this is my home, they only allowed me to have an expensive biz account.

Ticket: # 615610 - Comcast Billing issues.

Date: 10/27/2015 1:15:47 PM

Received via: Internet

City/State/Zip: Owings Mills, Maryland 21117

Company Complaining About: Comcast

Description

I called Comcast today about my bundled service cable bill. My bill is supposed to be 110 a month plus 15.00 extra for international calling. I was told I went over my 300 minutes by 215 minutes. On my bill when I checked I should have only been charged 80 dollars. My bill was for Sept to November. I was charged for November when November is not even here. I was charged for three USF charges. Why is there a charge for 28.84 for a USF charge and what is the charge for. The Comcast representative could not answer my questions and she said she would escalate to Upper Management and she transferred me to the FCC. I want to know why I am being charged for two months instead of one. Why is the USF fee so much? Why are there 3 USF charges. Comcast will not explain the charges to me.

Ticket: # 615651 - Comcast lied about equipment fees

Date: 10/27/2015 1:28:59 PM

Received via: Internet

City/State/Zip: Blue Island, Illinois 60406

Company Complaining About: Comcast

Description

I called to get a decrease in my bill. They told me about a bundled package deal to save me money allegedly. I verified numerous times this would not cost me anything extra. Later that night I was apprised of a \$29.95 shipping fee. I spoke with two reps today. One said there was nothing they could do and the other said that it's either the \$29.95 fee or a \$15 fee for driving to the non-local office (we have no local offices) and paying for a "kit." I was lied to.

Ticket: # 615669 - Internet always down

Date: 10/27/2015 1:35:45 PM

Received via: Internet

City/State/Zip: Oakland, California 94621

Company Complaining About: Comcast

Description

My internet connection has been down 3 or 4 times in the last 2 months. One time it was down for Two days. Whats happening with the connections ? Is it Verizon,ATT and Comcast ? Because Verizon,ATT has the infrastructure ? Why is it down so much ? They know we cannot afford to switch to another provider. I'm paying for this and it's so slow.

Ticket: # 615700 - Comcast Internet Essentials**Date:** 10/27/2015 1:41:07 PM**Received via:** Internet**City/State/Zip:** N Little Rock, Arkansas 72118**Company Complaining About:** Comcast

Description

I put in an application on 8/25/15 for internet service and submitted proof that my daughters receive reduced lunch at an approved school on 8/31/15. I have called Comcast Internet Essentials more than 7 times. I have spoken to 3 Supervisors. Most times when I call the initial response from the rep is that they do not have my application, then I am told that they do not have my proof of reduced lunch from the school. After arguing each of these points I am told my case is being escalated to the department that reviews the applications and makes the decisions and to call back in 2 days. I have called multiple times and I am told each time the same information pertaining to an escalation and requesting me to allow them two more days including 3 Supervisor calls until it has now been over two months since I submitted my original application and almost two months since I submitted the requested documentation to make a determination. The 4th time that I asked for a Supervisor I was disconnected. I called comcast residential services to find out who regulates this area and got no resolution there either as that area claims that they had nothing to do with Comcast Internet Essentials and didn't know who I could talk to regarding filing a complaint other than the FCC. (I must say that the rep with Comcast residential was a lot more willing to assist and did call the Internet Essentials area to try to find out the delay and got no further than I did). I did let multiple reps including a Supervisor know that I would be filing complaints with BBB, FCC, and the Attorney General's Office and this made no difference in the resolution. Some of the reps that I spoke with are Daniel, Steven, James, and one of the Supervisors was Charlie with an operator # of 32527. The website and correspondence that I received both stated that I would have an approval or denial for my application within 7-10 business days yet here it is two months later with no resolution. I have held up my end of the obligation and returned required documentation. I have used up multiple lunch hours from work and yes I actually do work. I feel that these people are taking advantage of a service that they are just required by law to provide and do not really have a concern about whether or not people that need assistance really get it or not. This is or would be the only type of assistance I happen to be eligible for due to the amount of income that I do make. However, I have 5 children. I do pay taxes and yet I feel like I am being disregarded as a low life with no value. I was actually given an account # of (b) (6) and I am receiving a statement with \$0 due yet I have no equipment and no service.

Ticket: # 615751 - Comcast New Data Caps in Florida

Date: 10/27/2015 1:55:29 PM

Received via: Internet

City/State/Zip: Coral Gables, Florida 33134

Company Complaining About: Comcast

Description

Comcast has decided to impose a data cap for my broadband usage. They offer a solution, however, if I choose to purchase an unlimited data plan for \$30/month on top of what I already pay, which is a lot! I think this is absurd and feels "mafia-like" to me. I don't understand why they are doing this without any discussion beforehand about why they are doing it or what we as customers think, with no consideration to customers who have been with Comcast for many years. I have personally experienced poor customer service recently (had to get an executive office to help me) and now this. In the end, I may have no choice but to leave Comcast, but I think they need to be investigated for any illegality on their part. It just doesn't seem right that they can just decide at a moment's notice to change our agreed plan and then charge a ridiculous price at that! This is absurd. Please do something!! Thank you.

Ticket: # 615930 - Comcast data cap while under contract.

Date: 10/27/2015 2:39:21 PM

Received via: Internet

City/State/Zip: Davie, Florida 33328

Company Complaining About: Comcast

Description

Recently Comcast introduced 300GB data cap. So to have comparable service I have to spend \$30 in addition to what I agreed to a year ago (I have 2 year contract). Or risk being charged way more in overages. They refuse to honor the terms of service as they were when I signed up or terminate the contract. Which I think is a robbery plain and simple.

Ticket: # 615966 - Slow broadband speed

Date: 10/27/2015 2:50:15 PM

Received via: Internet

City/State/Zip: Little Egg Harbor, New Jersey 08087

Company Complaining About: Comcast

Description

My Internet provider is Comcast. My phone is VOIP. I have had exactly the same service with both companies for several years . Recently (perhaps 2 months) my phone has been dropping calls. I am told by the phone provider that the cause is a slowdown in broadband speed. Why should my speed be slower if I am paying for the same service? After hours of talking with Comcast Tech Support, Sales and Billing, the only solution offered is that I upgrade broadband speed at an increase in price (which I cannot afford). So, why has my broadband speed been slowed down?

Ticket: # 616041 - Data usage limit on internet

Date: 10/27/2015 3:06:29 PM

Received via: Internet

City/State/Zip: Hermitage, Tennessee 37076

Company Complaining About: Comcast

Description

I've used Comcast service for many years and they have recently put a cap of 300GB of usage on customers internet service and a \$10 penalty for every 50GB over. This makes it hard on families like mine who take college courses online(my wife and I both)and it's wrong to take advantage of people this way..

Ticket: # 616104 - Comcast: Unfair internet overage usage billing

Date: 10/27/2015 3:20:18 PM

Received via: Internet

City/State/Zip: Dunwoody, Georgia 30338

Company Complaining About: Comcast

Description

- My wife and I moved from our house and closer to work headquarters and to also be closer to the city in February 2015. We decided to rent an apartment
- Taking a look at the first months bill, I was given notification of high data usage. This was abnormal. The wife and I are only in town at most a couple times a week due to travel from our jobs. I call Comcast to understand the situation. At this point I was not aware of the data usage overage charges.
- I was told my personal router may be the culprit as it was something that I have not updated in over 7 years and could be vulnerable to hijacking. I have never had this issue at my house and everything was always perfectly fine. I proceed to buy a router from Amazon that was recommended to me by the Comcast CSR. We set up an appointment for a Service Tech to visit me and setup the router.
- The Service Tech visits and helps setup my router. He proceeds to inform me about security and helps change the default password. I thank the nice gentleman and he leaves
- Fast forward a few months to last week and I notice yet again another notification of high data usage with multiple overage charges. I call Comcast and they inform me data usage has been consistently high from February - September 2015. I inform them that must be a mistake seeing as I took their counsel and swapped out my router and took all the necessary precautions. At this point they want to check to make sure the data meters are reading properly. They send out a tech and the data meters are accurate.
- They call me back yesterday and tell me the data meters are reading accurately and recommend I change my password. I asked how likely is it that someone could hijack my router again seeing as it's a 14 character alphanumeric with upper/lower cases. This was something the service tech had set up for me. They tell me it's possible to still hijack it.
- Here's the kicker. They are telling me I am still required to pay the overage charges. I told them I'm not paying for something I didn't use or consume. I can provide proof of travel logs for both my wife and I that we are out of town on average 5 days a week. We do not sublet the apartment to anyone and most importantly we are not heavy data users. Nothing is ever left on to consume data and 90% we are only checking emails or catching maybe 30-60 minutes of Netflix on the couple days we are actually in town
- They respond back and tell me the health of my router is my responsibility and I am supposed to monitor it to make sure no one else is using it. I fired back and told them I bought a router that Comcast recommended and also was installed by one of your service techs. I was never made aware that I was required to "check the health" of my router on a consistent basis.

Needless to say, it ended with my refusal to pay the charges and they remained adamant that the charges must be paid as the data usage came from my account.

Ticket: # 616159 - Comcast

Date: 10/27/2015 3:36:13 PM

Received via: Internet

City/State/Zip: Bryn Mawr, Pennsylvania 19010

Company Complaining About: Comcast

Description

Hi i filed a complaint #558508 and it was automatically closed because of something Comcast said to you guys, but I haven't received any communications from comcast besides a bill (we're past the 10 day period, and well past the original 30 day resolution deadline) and my internet is still broken. Comcast hasn't responded for several days at this point despite me contacting the executive assistance, escalation department, and the local repair guys. To their credit they tried to repair it a couple weeks ago it just didn't work. Also now they made my router a public access one for their "xfinitywifi" and I can't cancel it myself and they haven't been responsive to my request to stop that (it slows down the already snail-slow (when it works) internet). I attached a picture of the message I get when I try to turn the "feature" off.

I also attached a few of the relevant communications.

At this point I'm complaining about this like it's a part-time job, I'm not sure what it takes to get a basic utility around here.

Ticket: # 616180 - Comcast Data Cap Usage Meter wildly different than my router's traffic meter

Date: 10/27/2015 3:41:23 PM

Received via: Internet

City/State/Zip: Augusta, Georgia 30904

Company Complaining About: Comcast

Description

Comcast has imposed a data cap on my monthly internet usage with no disclosure and is not in my service agreement. Once they notified me I had used 270GB of my 300GB monthly allowance (data cap which they call flexible data usage which is fraud because you can't opt out and you can't pay a fee for more data) I began to monitor my usage with my Netgear Nighthawk router and in the past 7 days Comcast usage meter, which is nothing more than a bar graph with no details or even a daily use indicator, shows I have used 17GB of data while my traffic meter shows ~ 1.5 GB of data. Comcast insists that I must have a virus or someone is leeching off my service and neither is true. I have run malware and virus scans on all of my devices and they are clean. I stopped streaming and turned my PC off. There are multiple similar reports of discrepancies on the Comcast message board.

Ticket: # 616198 - Incurring modem rental fees despite no longer leasing a modem

Date: 10/27/2015 3:45:32 PM

Received via: Internet

City/State/Zip: Little Canada, Minnesota 55117

Company Complaining About: Comcast

Description

I'm a Comcast customer who recently purchased my own (Comcast approved) cable modem. On Oct. 10, 2015, I returned the modem I was previously leasing from Comcast to its local equipment office in St. Paul (see the attached receipt I was given by Comcast for the return).

However, on my subsequent billing period for services from 10/17 - 11/16 (see attached online bill), Comcast failed to remove my \$10 modem leasing charge.

When I spoke w/a Comcast agent about the issue, the agent stated that he would note my concern on the account and that I would soon receive a credit for the modem lease fee, for which he would send me an email confirmation.

However, my online bill (accessed on 10/27/2015) still shows the \$10 modem lease fee, and NO evidence of any credit being applied, and I received NO email.

It's reasonable to expect that this failure of Comcast to remove modem lease fees is NOT just my experience, but part of its "unofficial" policy--the FCC can easily confirm this by masquerading as any residential customer, returning a modem leased by Comcast, verifying that the \$10 fee is still charged every month, and that subsequent calls to Comcast agents do NOT result in the charge being removed.

There are also articles about Comcast failing to refund modem lease fees for customers who own their own modems. . .

<http://tinyurl.com/ond9u9t>

Therefore, I'm requesting that the FCC use its regulatory authority to coerce Comcast into removing my modem lease fee, and that Comcast be fined for failing to honor the terms of its agreement w/customers, who ARE allowed under those terms to purchase their own modems to use w/the service

Ticket: # 616363 - Unfair billing practice

Date: 10/27/2015 4:31:44 PM

Received via: Internet

City/State/Zip: Boulder, Colorado 80301

Company Complaining About: Comcast

Description

Under my current plan with Comcast, I was told my bill would be the same for two years (this plan began in April 2015) The 10/23/15 bill arrived today with an increase of \$6.51 (4.8% increase). Over the phone, Comcast told me it was due to increase of outlet fees which is not part of the package price. These incremental increase will cost me another \$78.12 per year so the guarantee of a fixed bill for 2 years was not true. There is no inflation so why the increase? It's just a way to get more money and say your package price remains the same. This is a monopoly that leaves consumers with no real choices and I would like the FCC to do something about this.

Ticket: # 616366 - Bill Fluctuations

Date: 10/27/2015 4:33:05 PM

Received via: Internet

City/State/Zip: Evanston, Illinois 60202

Company Complaining About: Comcast

Description

Each month I have to call Comcast to fix my bill to the original amount agreed upon. They claim I have a promotional price for 12 months but this price was agreed upon in December 2014 and we were told it was good for 24 months.

Ticket: # 616444 - Extorted Price

Date: 10/27/2015 4:55:33 PM

Received via: Internet

City/State/Zip: Hialeah, Florida 33012

Company Complaining About: Comcast

Description

More choices , other than AT&T and Comcast, need to be made available as Comcast is holding us hostage, not providing un-interrupted service and charging additional fees.

Ticket: # 616505 - Comcast Data Cap at 300GB

Date: 10/27/2015 5:15:02 PM

Received via: Internet

City/State/Zip: Miramar, Florida 33027

Company Complaining About: Comcast

Description

Just today I found out that Comcast has a restricted cap on my internet bandwidth. I immediately took issue with this because 3 months ago when I was inquiring to Comcast sales about getting a package, I was sold an "Unlimited" Internet package. In fact I was also with technical support from their offshore office (likely in the Philippines) and the technician on the phone re-assured me that I had an unlimited plan.

Now Comcast want an additional \$30 to maintain the unlimited plan that I had originally purchased or charge overage fees should I go over this new limit.

This is unacceptable, they simply lied to me and are essentially gouging customers like me.

On principle this is not right.

Ticket: # 616630 - Data Cap

Date: 10/27/2015 6:04:59 PM

Received via: Internet

City/State/Zip: Lauderdale Lakes, Florida 33309

Company Complaining About: Comcast

Description

This is ridiculous. My room mate and I are on contract through Comcast and they randomly sent us a letter a month ago saying there were going to be capping our data as part of a "test market". I never agreed to this and it is a breach of contract to alter an agreement made that includes payment for services rendered. I want the data cap removed immediately or to be included in the FCC complaint against Comcast for illegal business practices. I am not paying more money for something A. I never agreed to and B. rely on the Internet for work and pleasure. Why are the consumers being punished so Comcast can make more money? Because they lost Net neutrality? I filed before and never received a response. We even have to use data to file this complaint- of which we are being punished for.

Ticket: # 616767 - Captions on CBSN

Date: 10/27/2015 7:07:17 PM

Received via: Internet

City/State/Zip: Germantown, Maryland 20874

Company Complaining About: Comcast

Description

On 28 SEP 2015, I emailed CBSN (CTNCCcomplaints@cbs.com) this question:

Dear CBS,

I've followed CBS news for decades. I'm currently trying to follow CBS news on CBSN, your Roku Channel – but there are no captions. Have I missed something? Is this a mistake on Roku's part? Are you planning on adding CBSN captions soon?

Thank you,
Brian

3 weeks later after no answer, I followed up with an email. It has been 1 month with no response to either email.

Ticket: # 616781 - Comcast capping without notification or permission

Date: 10/27/2015 7:14:22 PM

Received via: Internet

City/State/Zip: Marietta, Georgia 30062

Company Complaining About: Comcast

Description

I signed a contract with Comcast for unlimited internet useage. Now they have put a cap on the data stream so they can add m,more charges to my bill. iSN'T THIS ILLEGAL? Also the usage meter needed to monitor my family's usage and prove that I have gone over the band width amount is never working so they could be charging me for bandwidth I never used and I have no way of knowing or checking. i am in the Atlanta test group.

Ticket: # 616839 - Data caps from Comcast

Date: 10/27/2015 7:48:09 PM

Received via: Internet

City/State/Zip: Canton, Georgia 30115

Company Complaining About: Comcast

Description

The 300GB data cap is ridiculous and some sort of higher standard needs to be set in place at least a terabyte or so. I run out of my data cap within half a month and I am the only person in my houses who uses the internet frequently for high bandwidth things. Streaming at this point is almost certainly out of the question, specifically If I buy any digital goods at any point. I would rather not have to shell out \$30 for an uncapped connection. But I may have to at this point just so I don't incur penalties leading to a higher cost.

Ticket: # 616876 - Internet Speed

Date: 10/27/2015 8:01:58 PM

Received via: Internet

City/State/Zip: Somerset, New Jersey 08873

Company Complaining About: Comcast

Description

I have a complaint about my speed with Comcast. I am paying \$80.00 for just Internet alone per month. I am the only one using the internet, and it took me over 2 hours to install Microsoft Office. I have never had this before, but I noticed recently that my service is very sold. This is very terrible as I am paying for tis service and this is what I get. I am very disappointed in Comcast. Please help us consumers.

Thanks



Ticket: # 616905 - Comcast

Date: 10/27/2015 8:17:18 PM

Received via: Internet

City/State/Zip: Belle Mead, New Jersey 08502

Company Complaining About: Comcast

Description

Spent 90 minutes on the phone with Comcast last evening trying to set up service for a second home. Was told there was nothing they could do to set anything up at this point, as the account was still listed in the previous owners name. They told me I could not call back, they would have to call me so an "appointment" was set up for 7 p.m. this evening. Finally at 7:40 the agent called, telling me he had some technical difficulties with his computer and therefore he was delayed. It is not his fault, but the account still had not been switched over as of today. They continue to tell me they could not open an account for me until that was done. He said they still could not set up the appointment for me even though we have a very short window to get this done next week. He insisted I could not call back, and the only way to handle this was to set up another "appointment" for him to call me so I could sit around and wait. I finally hung up, in frustration. This is absurd and this is typical of the way Comcast operates. I am stuck with them as my cable provider at home, and now I'm stuck with them as my cable provider in our second home. I will have to start all over again tomorrow

Ticket: # 616916 - comcast cap

Date: 10/27/2015 8:25:15 PM

Received via: Internet

City/State/Zip: Miami, Florida 33126

Company Complaining About: Comcast

Description

Comcast has implemented a data cap in Miami Florida and I believe that if my internet experience has to be limited then my payments should decrease. Now I need to look over my shoulder when using my internet because of the fear of going over my data. I really disagree that I still have to pay the same amount of money for limited service. It's unfair that comcast is taking advantage of it's customer and this is stealing from us. Its not like I can go and tell comcast that I'm only going to pay fifty dollars for my service when it's worth one hundred because I feel like it.

Ticket: # 616930 - Delayed Internet Response

Date: 10/27/2015 8:39:05 PM

Received via: Internet

City/State/Zip: Alpharetta, Georgia 30004

Company Complaining About: Comcast

Description

There is a consistent delay of about 10 to 15 seconds before the internet responds to a new interaction - eg. clicking on a new link. After the 10 second delay, the speed is fine. However the persistent delay is annoying and it diminishes the true and advertised speed.

Ticket: # 616967 - Comcast claims I cannot cancel my service without signing their form and 60 day notice

Date: 10/27/2015 9:05:46 PM

Received via: Internet

City/State/Zip: Santa Rosa, California 95401

Company Complaining About: Comcast

Description

I attempted to cancel my Comcast service today. I have been out of contract for well over a year perhaps two or three.....

The Comcast representative gave me the run around. Tried to talk me into various plans. I say "NO". I would like to cancel today.

I was past to another agent who said that I needed to wait for a form via e-mail and I need to sign the form for them to disconnect service. I objected pointing out that I do not have a contract and have not for more than a year. The agent then informed me that I need to give 60 days notice to cancel. I asked why and they said it was in the contract. I don't believe that is possible and/or nor reasonable business practice. The agent said they would send me a link with the cancellation document via e-mail. It is now 8 hours late and no e-mail recieved.

I want my service disconnected and today is my final day of paying comcast. I powered off the comcast modem more than a week ago and have not use any bandwidth since switching to a different ISP about a month ago.

Ticket: # 616976 - Data usage

Date: 10/27/2015 9:12:30 PM

Received via: Internet

City/State/Zip: Hattiesburg, Mississippi 39401

Company Complaining About: Comcast

Description

Comcast repeatedly charges for using data over a certain threshold, even though it's supposedly "unlimited." In the increasingly online and connected world it is utterly ridiculous to have such a low limit on a service I am paying to use. So not only am I paying for it, but at a certain point they can just start charging me more? This is utterly ridiculous. In a house of four people, their set limit lasts maybe half a month and that's if we are careful about our data usage. It shouldn't be an issue but it is.

Ticket: # 616980 - Comcast data cap

Date: 10/27/2015 9:15:24 PM

Received via: Internet

City/State/Zip: Tucson, Arizona 85712

Company Complaining About: Comcast

Description

I am unfairly being charged for data I am not using. I travel frequently and turn off my router, when I come back or on the road I check Comcast's data meter and it shows data used on a daily basis. I am not using xfinity service when I travel, therefore it is impossible for me to use data. Comcast's data usage meter does not work correctly and I am being overcharged.

Ticket: # 616981 - Essential Internet Account

Date: 10/27/2015 9:15:56 PM

Received via: Internet

City/State/Zip: Reston, Virginia 20190

Company Complaining About: Comcast

Description

I had an account with Comcast and I cut it on 8/25/2015 under my wife's name for the financial issue. I want to open a new account under my name is called Essential internet because I'm eligible for that account, but they refused and they said you have to wait for three months. I can't do that because my kids need the internet for the school.

Ticket: # 616993 - Comcast's Crooked Business Practices

Date: 10/27/2015 9:23:29 PM

Received via: Internet

City/State/Zip: Murfreesboro, Tennessee 37129

Company Complaining About: Comcast

Description

At about the end of April 2015 I was contacted about renewing my Internet service with Comcast. I agreed because I had no issues with them for the prior year. They renewed my contract and then about May 5th my service was severely degraded. I was paying for 50mb, but was getting slower than dial-up speeds. I called Comcast and talked to a rep and they had me reset my router and that worked, for an hour or two.

I called Comcast again and after a lot of runaround they told me that my service was setup as cable and not Internet and this was most likely causing my issues. They had sent me a cable box as part of the plan renewal, even after I told them I didn't want it. I asked for them to send a new router because I really didn't understand how they could have botched that so badly. The tech said that they would have to fix it on their side and they would not send as nothing was supposed to change. After a week or so, I told them that it wasn't working and that they just needed to send me a new router. The tech stated that she would and that they were going to fix the mix-up that they were supposed to have fixed the first time. I waited a little over a week for the new router to arrive. It never did.

I finally called Comcast again and stated that I had not received the router. The tech stated that-that was true because one was never sent because the issue was on Comcast's side an company policy prevented them from mailing me a new one. I was very upset and asked them to send the new router and he finally did. The router arrived and we went through the steps, over the phone, and for an hour or two the Internet worked again. That would only last an hour or two, yet again.

After a little time I called and talked to a tech, who was awesome, and was working from his home in Tennessee. He seemed to be the only competent person I had talked to since May 5th. The tech did some stuff and reset the router from his side and again it worked for a couple of hours.

I called and talked to another tech and stated that I really just wanted to cancel my service and stated that Comcast owed me money because I was not getting the service I had paid for since May 5th. The lady told me that if I left I would not get a refund, even if Comcast were the cause of the issue. I told her fine, I will stay, refund my money and then I will cancel. She told me that since she knew I would do that she was not going to refund any money and proceeded to hang up on me. ((That phone call needs to be recalled and listened to if the calls are truly being recorded for quality assurance))

I called back, yet again, and asked to finally have a tech come to my home and do something. A tech was scheduled and on the day he was to come he no-showed. My wife changed her plans to be there for that visit. When I called and asked what happened they stated that the tech recorded that they had been to my house. This was absolutely false as both my mother and my mother-in-law were home all day.

I was so upset that I went to the local Comcast office (Murfreesboro, TN) and talked to the manager. He stated that he was going to put in a ticket to see about getting some money back. He proceeded to tell me that he has no power and that refunds must go through multiple levels to get approved. It's the end of October and I went in there in July and I am still waiting on his call about the ticket!

I had called and talked about the no-show and another tech was scheduled and that tech no-showed. There was a 800 call made to me the night before, but I don't answer calls if I don't know the number and most times those calls are from telemarketers. After that no-show I called again and was irate. The guy on the phone was very polite even when I was not so polite to him. He proceeded to tell me that if you don't answer the 800 number, they reschedule or cancel the appointment. I asked why that was because when I called and talked to a person on the phone I must have wanted the appointment. He stated that he would make another appointment, but this one could not be no-showed. The tech has to come and can't leave unless the supervisor states that he had made enough of an attempt.

I asked why this had not happened the first time. He stated that this policy was in the process of being rolled out nationwide, but was not standard in my area. I also asked how do I get ahold of someone at corporate to complain to about all my trouble in getting the issue resolved. The gentlemen stated that I must go to Twitter and message the handle @comcastcares.

The tech finally shows up and I let my wife deal with it because I had to work, she was off and I had spent hours and I mean hours dealing with techs from Comcast already. The tech comes, resets the router and states that should fix it and leaves. My wife calls me and states that is all that was done. I called the tech as he left his number and asked why did he only reset the router? He transferred me to the dispatcher and he asked more detailed questions and stated that he was going to send the tech back right back to my house. I stated that I will take off work for a few hours to ensure that this problem was finally fixed. The tech showed up a few hours later because, he was at another appointment, so I ended up being out of work for the rest of the day!!

When the tech showed up, he brought me a new router. After discussing the issues and telling him what they told me on the phone, that my Internet was on a cable port at Comcast, he proceeded to do some tech stuff. He stated that he had fixed the port issue and that I would not have that problem again. He also left notes about the visit, stating that it was indeed Comcast's fault for the degraded Internet. That particular tech and his dispatcher were the most competent people that I have ever dealt with from Comcast, period.

Then the saga of getting my money back started. I got on Twitter because I was told that was the fastest way to get compensated for my troubles. They stated that I needed to send them a DM. I was new to Twitter, but I figured it out and composed a DM only to get an error. The error stated that because they were not following me I could not send a DM. So, I sent another tweet to their handle and pretty much the communication stopped there. After taking a break I tried again this week to deal with the Comcast techs. They must have done something because I was finally able to send a DM providing my account number and an explanation of the issues.

I finally got someone to respond and they credited my account the \$40 for the two no-show appointments. I then stated that it took two months and several calls to get my Internet fixed and he then credited my account \$81 for my troubles. I told him that I should be refunded the full cost for the

two months plus the \$40. This would be about \$160 total and that was not taking into consideration that I have had to sit for hours on the phone and take off of work to meet the tech to finally get this issue resolved.

I am still waiting, 24 hours later, for the tech to respond to my inquiry as to why I was only refunded \$81. To add insult to injury I went online to check my account to see if maybe he took care of it and had just not responded yet. To my surprise, I was credited the \$40 on this next bill, but had adjustments put in the charges block instead of credits for my next bill.

I can't seem to get someone that knows what they are doing, or a supervisor that can make decisions on behalf of the company. There seems to be a game being played here. Comcast doesn't care about the customer and when they owe money they make it so difficult that the customer would rather give up than try than deal with them to get their money back. They are fine with wasting your time, but if you don't answer their call, they reschedule or cancel on you. Their time, and ability to make money, outweighs the customer's time obviously.

Ticket: # 617035 - Comcast Data Cap

Date: 10/27/2015 10:08:49 PM

Received via: Internet

City/State/Zip: Miami, Florida 33185

Company Complaining About: Comcast

Description

Hello. My monthly bill with Comcast is approximately \$265.00, now they are doing a cap on internet usage and we are in a 3 month trial. For the first month I have already reached my limit of 300gb. Comcast wants me to pay \$30.00 more a month to have unlimited data. I think this is a rip off on their part and it's a way for them to stop people from using Netflix and Hulu, etc. and to force their customers to have to buy their services such as On Demand movies and so forth. I think something has to be done with this abuse. There are 7 people living in my household and I will definitely reach my limit and surpass it every month.

Ticket: # 617078 - Xfinity/Comcast Data Overages on "Unlimited" Internet Plan.

Date: 10/27/2015 10:57:52 PM

Received via: Internet

City/State/Zip: Hapeville, Georgia 30354

Company Complaining About: Comcast

Description

When I signed up for my internet plan, it was sold to me as "unlimited" high speed internet. Within the last 6-9 months, Xfinity said they would begin testing "limited" internet at 300gb. I didn't agree to paying overages if I went over 300gb and was never contacted by anyone from Xfinity/Comcast regarding this other than saying they would be testing this. Today, I received this email:

"Hello,

This is a Courtesy Notice from Comcast to let you know that you have used 125% of your 300 GB monthly data plan for your XFINITY Internet Service.

For more information on your data plan and to view details of your current data usage, please visit <http://xfinity.com/mydatausage>.

Sincerely,
XFINITY Team"

I will NOT be paying overages to Xfinity/Comcast for a service that was sold to me as "UNLIMITED."

[Ticket: # 617080 - Comcast data cap](#)

Date: 10/27/2015 10:59:08 PM

Received via: Internet

City/State/Zip: Miramar, Florida 33023

Company Complaining About: Comcast

Description

Imthis is an unfair practice to customers who did not sign up for this in our contracts and feels like the company is trying to strong arm is leaving is consumers useless against a giant company.It has to stop!

Ticket: # 617165 - Comcast Internet remotely disconnected twice after setting it up myself

Date: 10/28/2015 3:41:38 AM

Received via: Internet

City/State/Zip: Sherwood, Oregon 97140

Company Complaining About: Comcast

Description

Moved recently, did a self install of all devices in the house. 3 of 4 cable boxes worked, and the modem/wifi worked. After spending nearly 2 hours speaking with tech support, they managed to remotely disable every device in the house except 1 cable box, then promised to have someone out within 4 days to fix it. I was told I would not be billed for anything extra, but awoke Sunday to an email informing me that my call with tech support added \$40 to my bill, even though nothing was fixed; they only made it worse.

The next day, I finally talked to a technician who was able to reactivate our modem. A day later, it has spontaneously stopped working again and any time I try to connect to wifi it tells me I need to activate my modem again. If I do jump through the hoops and activate (after comcast forcibly hijacks my browser and sends me to the activation page) it tells me that all of my devices are already activated, then it redirects me back to the activation page telling me to activate my modem again.

Every time I have called I was told the billing department is closed or unavailable so they will not address the additional charges for screwing up what I had already set up on my own.

Ticket: # 617169 - Unjustified billing increases**Date:** 10/28/2015 4:14:18 AM**Received via:** Internet**City/State/Zip:** Lakewood, Colorado 80232**Company Complaining About:** Comcast

Description

Before march this year my bill was about \$82, april it rose to \$92, from may to september it has again raised to \$104, and now in october its \$111 ive called and asked comcast what is going on and have been informed its for speed increase that i have neither requested or consented too. Not only are they blocking my use of ps4 device to stream media but even with a hardwired connectionim not even recieving the base speeds im paying for let alone several "speed" increases that the only difference ive noticed in my bill, im not sure if the fcc is taking bribes from xfinity or not considering ive made multiple complaints this year all against comcast and have never heard a follow up from comcast nor anything from the fcc other than its being handled, if you guys wont hold the company accountable for their lack of net neutrality please hold them accountable for rediclous and unnecessary rate hikes, i would just say screw it not complain and find another internet provider but there are 0 alternatives to comcast that service my location, this is called a monopoly.... please do something fcc before i lose my faith in you guys as well.... if needed i can provide pictures of my previous and current bills as well, just sad that a company as big as them can continue to nickel and dime people that live paycheck to paycheck and our government does not seek out justice against this horrible company or offer an alternative to bad service, our country has become run on internet and wireless and we shouldnot have to deal with corporations chooing what individuals pay or what services there allowing there customers access too.

[Ticket: # 617171 - comcast new 300GB cap](#)

Date: 10/28/2015 4:32:00 AM

Received via: Internet

City/State/Zip: Hialeah, Florida 33013

Company Complaining About: Comcast

Description

comcast has starting a new 300GB cap on there internet at no time was i told about this and now there saying its 10\$ more for every 50GB you use

Ticket: # 617178 - Datacap billing from comcast

Date: 10/28/2015 6:19:00 AM

Received via: Internet

City/State/Zip: Alpharetta, Georgia 30005

Company Complaining About: Comcast

Description

my data usage billing and charges are high. this plan is insane. today countries growth is bound by internet speed. Comcast is personally monitoring user traffic and real privacy issue. Please do something to get a one standard billing plan

Ticket: # 617217 - Comcast Data Cap

Date: 10/28/2015 7:33:46 AM

Received via: Internet

City/State/Zip: Knoxville, Tennessee 37920

Company Complaining About: Comcast

Description

Comcast is imposing a data cap that was not fully disclosed we started our service. Please, please make data caps illegal! It will stop development of future technologies that benefit all.

Ticket: # 617246 - Data limits

Date: 10/28/2015 8:03:07 AM

Received via: Internet

City/State/Zip: Hollywood, Florida 33020

Company Complaining About: Comcast

Description

I do not like nor understand the need for data limits on Comcast's home internet. NO TO DATA CAPS!

Ticket: # 617269 - Comcast did not resolve issues # 280776

Date: 10/28/2015 8:29:07 AM

Received via: Internet

City/State/Zip: Milford, New Hampshire 03055

Company Complaining About: Comcast

Description

(b) (6) is displeased with the response letter from his investigation. (b) (6) had stated, " he is disabled" and Comcast has not resolved his service problem, since June 2010. He wishes for Comcast to stop being vindictive about their billing and to correct his service problems.

Ticket: # 617270 - unexplained bills

Date: 10/28/2015 8:29:33 AM

Received via: Internet

City/State/Zip: Duluth, Georgia 30097

Company Complaining About: Comcast

Description

I was promised a plan for 59.99 for hi speed internet, but every month i am getting anything but 59.99. i have called them multiple times but their system is completely messed up. Please help. we need another hi speed provider as these guys are a bunch of

Ticket: # 617430 - Billing and services have been shut off

Date: 10/28/2015 9:38:47 AM

Received via: Internet

City/State/Zip: Philadelphia, Pennsylvania 19151

Company Complaining About: Comcast

Description

Comcast has shut off all services (home security, phone, tv, and internet) on Oct 24 due to non-payment. However the billing is not correct and they are overcharging. The last debit amount was \$411.29 was taken Oct 23. They are claiming there is a thousand due and this is not correct - they are charging the employee rate. Half the amount was to fall under the bankruptcy filing. Wants billing corrected and service restored.

Ticket: # 617431 - Comcast 300 GB Rip-off

Date: 10/28/2015 9:38:54 AM

Received via: Internet

City/State/Zip: Miami, Florida 33185

Company Complaining About: Comcast

Description

I have a Comcast subscription with Comcast for 75mbps and the recently are sending me that I have a 300 GB Cap and if I go over I have to pay \$10 for every additional 50 GB. The maximum amount of data that 75mbps allows is 24,300 Gigabytes. So 300GB is only 1.23 % of those 24,300GB. So they are misadvertising their service also the same people that uses their services for 25mbps also have the 300GB cap so I'm paying more but still get the same cap as the one that pays less. If I purchase the faster speed is because I use the internet more. Please see attachment. Also is not right I have to pay more if I utilize more that the 1.23% of the maximum 75mbps data can deliver.

Ticket: # 617434 - Comcast is terrible.

Date: 10/28/2015 9:39:10 AM

Received via: Internet

City/State/Zip: Berwyn, Illinois 60402

Company Complaining About: Comcast

Description

Comcast is gouging its customers with this new 300GB cap and is being non-competitive (I mean, they literally have 0 competitors) in prices and speeds. I've had internet issues for over 3 weeks and Comcast won't come out and fix it, nor will they give me a credit for all of those weeks. I've called and called and called but nothing helps. They love to lie to me and say, "This tech visit will be free" but then I get a \$60 charge on my already \$200+ bill. They're a disgusting monopoly that has to be broken up just like Bell.

Ticket: # 617469 - The New 300GB Threshold**Date:** 10/28/2015 9:50:10 AM**Received via:** Internet**City/State/Zip:** Coconut Creek, Florida 33073**Company Complaining About:** Comcast

Description

On September 1st I receive an email from Comcast stating that there will be a change in the amount of service I can use at my monthly fee starting October 1st. If you use less than the 300GB of data you have nothing to worry about, but anything more you can be hit with an addition fee. By October 17th I had already exceeded this new threshold leaving 14 days of service. When I called Comcast about this their response was that there is a 3 month waiver to get use to this threshold or pay the extra \$30/month. I do not have cable because you have to pay premium prices in order to get the shows you like. I have two small children and the only channels I allow them to watch are only on those premium packages and then I discovered Netflix and Hulu. These web service stations provide an environment that I can manage for my kids, provides shows that my wife and I enjoy, and saves use about \$80/ month. Because Comcast knows that they are the only game in the area that provide the internet service they do; they are focusing on families like myself who have left from high price premium channels to economical and manageable television. Internet is becoming the fabric of today's society and to conduct daily activities you need one that is reliable. WHY SHOULD THEY BE ABLE TO TARGET PEOPLE WHO CHOOSES NO CABLE TELEVISION OR THOSE THAT GAME?

Ticket: # 617481 - Comcast / xFinity Data Cap**Date:** 10/28/2015 9:56:22 AM**Received via:** Internet**City/State/Zip:** Miami, Florida 33186**Company Complaining About:** Comcast

Description

Comcast has a monopoly of internet service in my area. With the introduction of the low data cap, it forces me and many others into an additional charge on our bill. The introduction of a data cap without the subjects ability to chose based on their requirements is not fair business practices.

In the markets of Fort Lauderdale, the Keys and Miami, Florida, and Atlanta, Georgia, we have increased our monthly data usage plan for all X1 tiers to 300 GB per month and will offer additional gigabytes in increments/blocks (\$10 per 50 GB). In this trial, customers can also choose to enroll in an Unlimited Data Option for an additional recurring flat monthly fee (e.g., \$30 - \$35 per month). Under this option, the 300 GB data usage plan will not be enforced on the customer's account. XFINITY Internet Economy Plus customers will also have the option of enrolling in the Flexible Data Option. The trial start dates for these regions are as follows: Florida - October 1, 2015; Atlanta - December 1, 2013, with the Unlimited Data Option made available as of November 1, 2015.

Ticket: # 617512 - Comcast Data Caps**Date:** 10/28/2015 10:02:25 AM**Received via:** Internet**City/State/Zip:** Augusta, Georgia 30909**Company Complaining About:** Comcast

Description

I think it is an unfair business practice that Comcast imposes fees for data overages in excess of their cap. As more people "cut the cord," Comcast is forcing consumers to continue to pay for their cable services because watching programming via the internet will exceed a 300 gb data cap. How best to ensure consumers keep paying them for outdated entertainment delivery! Additionally, I live an area without any other broadband options. In order to have high speed internet, I must succumb to this monopolistic business model. Comcast should not have data limits to protect their cable TV business.

Ticket: # 617545 - Data Usage Caps

Date: 10/28/2015 10:12:15 AM

Received via: Internet

City/State/Zip: Huntsville, Alabama 35806

Company Complaining About: Comcast

Description

Comcast is instituting data caps on residential broadband thereby sidestepping net neutrality and also being greedy bastards at the same time.

Ticket: # 617584 - comcast add charge the Digital Adapter 0.50 every month

Date: 10/28/2015 10:19:43 AM

Received via: Internet

City/State/Zip: Mount Laurel, New Jersey 08054

Company Complaining About: Comcast

Description

comcast changer Digital Adapter every month on my bill. I did not know until this month. I review my bill and call comcast they only refund for 3 months. They told me that, they not go back more than three months. I don't think this is right. if you intentional charge some one, you should refund every thing.

Ticket: # 617667 - Comcast over charging and not allowing me to use my equipment at my new location

Date: 10/28/2015 10:45:03 AM

Received via: Internet

City/State/Zip: Hollywood, Florida 33024

Company Complaining About: Comcast

Description

Comcast advertises that moving is easy with them. Well I am here to tell you they lied. I called them to have new service in Illinois where I was moving too and know live and to have service remain at my Florida address. Comcast disconnected my Florida internet and home security on the first of October and continued to bill me and the new equipment to Illinois never arrived. My son went to Comcast in Illinois to pick-up our equipment there and although he is an authorized user they refused to let him pick-up our new equipment. So my son closed my account in Illinois and opened one in his name so he would be able to pick-up equipment. Well let me tell you the problems that caused, the modem is in my account so Comcast (over the phone) told him to take the modem in to the store so they could scan it and remove it from my account and into his account. When he arrive at the Comcast center, the representative immediately told him they do not do that there and that the representative on the phone miss-informed him and to call them back. Again we call Comcast and the representative on the phone sent us back to the Comcast center where they refused to help us even without looking up the account. I had to purchase a new modem (over \$300). Then I requested home security since I have purchased my equipment for my Florida home and the technician stated that it was in a different account and wanted to install new equipment. So Comcast sold me equipment and I cannot use it even though I am still with them. When I originally spoke to the Comcast representative, I was told I would be able to use all of my home security equipment and that my son who is an authorized user could pick up my equipment. The truth is, Comcast has cost me a great deal of money, time and grief and I am still without home security and out money used for the purchase of a modem when I own two good modems. Also they never offered my son the special they have for the triple play for Verizon customers. I feel like a ping-pong ball when dealing with Comcast and that Comcast owes me a modem and home security equipment with a camera.

I have tried to write to the corporate office but I am having trouble with that.

Ticket: # 617691 - Comcast 300gb Data cap

Date: 10/28/2015 10:49:14 AM

Received via: Internet

City/State/Zip: Pembroke Pines, Florida 33024

Company Complaining About: Comcast

Description

This month Comcast rolled out its new data cap in south Florida. About 75% of the people I know who use Comcast have already gotten then warning or gone over. Besides the ludicrousness of this data cap (even for customers with their 100mb/s data plan like I do) they do not have any detailed usage for you. Only telling you which modem in your house is using the data (can't see what the phones are using or certain devices by wifi) with all the shady practices Comcast has done in the past I find it hard to believe they are accurately logging the data. If there was any decent competition around here I would leave but of course there is not. Please help us consumers stop being taken advantage of by these Greedy companies!

[Ticket: # 617704 - Comcast is limiting my data usage](#)

Date: 10/28/2015 10:52:33 AM

Received via: Internet

City/State/Zip: Medley, Florida 33178

Company Complaining About: Comcast

Description

After agreeing to have unlimited data usage with my internet service, Comcast now wants to limit my data usage to 300gb a month! That's not nearly enough! A monopoly in the cable business now wants to crush the hard working American people with their excessive fees to force us not to use video streaming and abide to their ludicrous tv charges. Something has to be done about this. Please help Americans to have unlimited data usage as we have had so far and as we where originally promised when we agreed originally to the service

Ticket: # 617838 - Unfair Billing Practice Comcast

Date: 10/28/2015 11:27:19 AM

Received via: Internet

City/State/Zip: Malden, Massachusetts 02148

Company Complaining About: Comcast

Description

Comcast refuses to lower the price of service when I remove TV from my package. They state that it would be cheaper to stay with a more expensive option of TV + Internet package and artificially inflate the price of internet alone to push the customer to spend more on services.

Please stop this practice by Comcast and allow consumers to lower their monthly rate for services they do not require.

Ticket: # 617906 - Comcast Internet Issues and Customer Service**Date:** 10/28/2015 11:50:04 AM**Received via:** Internet**City/State/Zip:** Chicago, Illinois 60638**Company Complaining About:** Comcast

Description

I have had issues with my internet service from Comcast for some time. I have called and expressed this issue and was told a tech would come out because they identified a "red color" when looking at my connection into my home. They setup a date for my appointment and called multiple times and I confirmed. Tech was supposed to come from 8am-12 pm. I received a voicemail at 11:30 am, phone never rang. Voicemail stated that the tech was at my previous address and was in the alley, but leaving because nobody is home. Why they would be at my previous address I have no clue, my account and bills have reflected my NEW/CURRENT address for over a year. I called back immediately and spoke with Kelly (ID# 1944943) whom was completely rude and called me a liar. She said the notes stated that the tech was at my current address and left. I explained the voicemail and told her they said they were at my old address, she said that is not true. Basically that I was lying. There were 2 people home waiting for the tech that never came. I was on phone for over an hour and got nothing accomplished. I am on the verge of cancelling my service because it shouldn't be this difficult to talk to a rep or supervisor and get something accomplished. Comcast has the worst customer service reps.

Ticket: # 618051 - Comcast tech support failure**Date:** 10/28/2015 12:23:32 PM**Received via:** Internet**City/State/Zip:** Baltimore, Maryland 21211**Company Complaining About:** Comcast

Description

I purchased a new modem as to stop paying a rental fee from Comcast. I called to have it activated, and it would not work. I purchased a Arris SB6121, a widely used and compatible modem. The representative could not figure it out, said she'd call back, never did. I called back, it turned out she recorded the last two digits of my MAC ID wrong and said she would fix it after putting in a ticket. I never received a call back, so I called giving the ticket number. I was told I had an internet connection which I did not, gave me the MAC ID again, and again it was wrong, she said she'd call back, never did. The next day, the same thing happened in a near Groundhog Dayesque sequence, at which point I was directed up the chain to someone who sounded like they knew what they were talking about. He gave me a new ticket number, with the proper MAC ID in the notes so it could be copied and pasted. He said they had the wrong MAC ID and switched the serial number with the still erroneous MAC ID. I never got a call back. So, I called, they said I had internet, I explained my issue, they said they'd fix it there and then and still couldn't figure it out. A technician came today, called, and with great frustration in his voice, got them to finally change the MAC ID to the proper number. Now it works.....I called 7 times, spoke to 8 people, none of which could grasp, even when plainly stated, that the last two digits needed to be changed.

Comcast is my only internet option where I live in Baltimore, and they are inept with layers of bureaucracy that is neither effective nor even capable. If I had another option, I would switch my ISP, but I do not. Complaining to them is pointless, maybe the governing body can do something about this.

Ticket: # 618107 - Internet service constantly dropping or just totally out

Date: 10/28/2015 12:39:16 PM

Received via: Internet

City/State/Zip: Marietta, Georgia 30066

Company Complaining About: Comcast

Description

We continue to experience drops and blackouts with our internet service. Have talked with Comcast on several occasion with out a solid solution. Details of the drops follow a pattern of network congestion/drops/saturation. Ex. at noon, 4pm, 6pm and anytime there is a major event (such as World Cup, Super Bowl, bad weather headed our way their network is over saturated) and unable to provide HD or low def service. Reaching a point where my wife is unable to work from home because we know the internet will be bouncing or down which brings phone service down (VOIP) This can all happen when it is rainy, windy, branchy, and worst sunny out. Just a joke that they continue to be allowed to provide a 3rd world service at best which is due to lack of competition and heavy fines. Speed is a problem as well. I would suspect they are throttling in order to keep the 3rd world network limping along. I am addressing speed issues the Attorney General office here in Georgia, but think the FCC needs to jump on this issue as well. Again, I have checked with neighbors that are also tied to Comcast due to lack of competition.

Ticket: # 618126 - Comcast Complaint-Billing**Date:** 10/28/2015 12:45:22 PM**Received via:** Internet**City/State/Zip:** Apex, North Carolina 27539-4134**Company Complaining About:** Comcast

Description

After being a long time Comcast customer, I closed my account on October 5, 2015. I returned all the equipment in person, received a receipt showing everything was returned. On October 7, 2015 a bill was generated and sent to me showing my final bill was 91.68. The bill due date was November 1, 2015. I scheduled final payment for October 30.

Beginning on approx October 16, I began receiving calls from the Southwest Credit Collection Agency. I ignored most of them since I was not in arrears on any of my accounts. Finally, on October 26, 2015 I spoke with someone from the credit collection agency that stated that my Comcast bill of 91.68 was in collections. I explained that I had a final bill for that amount and it wasn't due until November 1, 2015 and that I had scheduled it to be paid October 30. They indicated to me that this collection case would remain open until Comcast notified them it was closed.

I contacted the local Comcast billing office and was shuttled around to no less than 4 offices, none of whom could or would address my complaint. I called Executive Care at the Corporate Office, only to have case #ESL02197774 opened for me with a promise to call me back immediately. No one called. Today, October 29, I called the Corporate Office again, and a gentleman called me back. He heard the complaint, and said that full payment was due the day I closed the account. I asked him where it said that, and that the agent who I closed the account with didn't make any mention of this. He said that he would send me the final bill that stated that, and I said that I had the final bill (clearly marked FINAL BILL) dated October 7, 2015 and that the payment wasn't due until November 1, 2015. He stated that the payment was due when I closed the account. I said that's not what your bill says, and he offered to send me another one. I refused, and asked for a written apology, a letter sent to the credit agency stating this collection was in error, and the account settled in full with my payment on Oct 30. He refused.

I believe this is totally outrageous, and I wish the FCC to take immediate action to correct Comcast in this matter.

Ticket: # 618155 - Data caps should be illegal

Date: 10/28/2015 12:54:39 PM

Received via: Internet

City/State/Zip: Atlanta, Georgia 30318

Company Complaining About: Comcast

Description

I do not have a TV subscription and due to this I conduct streaming and downloading for my entertainment needs. I do not use the internet excessively, yet every single month I go over Comcast's allotted "300 Gigabyte" data limit. The limit is absurd and should be outlawed. I pay over \$110 a month for a high-speed service, but I can't utilize that service fully without being further penalized by the greed that is Comcast. I would analogize this type of unethical billing practice to buying a new car, but you can only drive it 5 days a week, despite paying fully for ownership of that car. I plan to submit an FCC complaint each and every month there is a data cap in place on my account. In the year 2015, it should not even be a consideration to have to worry how much data watching a video online will "cost," when one is already paying for the service to begin with.

Ticket: # 618224 - Data Caps

Date: 10/28/2015 1:07:09 PM

Received via: Internet

City/State/Zip: Marietta, Georgia 30066

Company Complaining About: Comcast

Description

They are quite obviously a way for cable companies to ensure that citizens are not streaming as much so they stay relevant a bit longer. Please stop the caps.

Ticket: # 618281 - Data caps

Date: 10/28/2015 1:21:07 PM

Received via: Internet

City/State/Zip: Tucson, Arizona 85704

Company Complaining About: Comcast

Description

Data caps are not fair to consumers who may be tight on money and cannot afford overages for there children's streaming. When will this test of the market complete? We are fed up with corporations making a dollar off of everything!

Ticket: # 618365 - Comcast and the devil

Date: 10/28/2015 1:42:53 PM

Received via: Internet

City/State/Zip: Ham Lake, Minnesota 55304

Company Complaining About: Comcast

Description

Comcast is satan. They consume all positive things so that they can grow more powerful and suck the money from humanity. They are a disgusting shackle on progress and a perfect example of something that has no integrity or well meaning values. They are a monopoly in most areas which means people are limited to choosing satan for an internet provider. Other companies are prevented from growing because satan controls congress and laws on this issue. It's an absolute joke and travesty what this company does to it's customers. You should be ashamed for helping satan.

In summary: My complaint is that satan (aka Comcast) overcharges and controls the quality / quantity of internet usage because the FCC allows them to hold a monopoly.

Ticket: # 618418 - Billing Departments Mistake Causing Major Issues

Date: 10/28/2015 1:57:30 PM

Received via: Internet

City/State/Zip: White Lake, Michigan 48383

Company Complaining About: Comcast

Description

In May of 2015 I was forced to return to Comcast for internet services due to them being the only provider in my area that provides adequate internet speeds. Upon returning to Comcast I learned that my previous account had an unpaid balance. To remedy this I offered immediate payment.

Months later I was very surprised to see a new collection added to my credit report. On October 8th of 2015 I once again called Comcast customer support and was told that when I had paid back in May the amount was applied to the wrong account and that was the cause of the account being referred to a debt collections agency. Once again I submitted payment and made sure to verify it was applied to the correct account. I was then told that it would take about week for them to update the debt collection agency and it would then be removed from my credit report.

October 28th of 2015; Comcast has still failed to update the debt collection agency that my account has been paid in full and to give permission for the account to be removed from my credit report.

On October 28th of 2015 I spent roughly 3 hours being redirected, put on hold, hung up on, lied to and given incorrect phone numbers. The only thing I wanted was a letter stating that my debt was paid in full and that they give permission for it to be removed from my credit report. Instead I am told I have to wait either "a couple hours", "up to 24 hours" or "5-7 business days" (I was given all these time frames) for someone from the "review team" to contact me.

Prior to being told to wait for this "review team"'s phone call I experienced many other issues. In the beginning I was told to contact the collections team. I asked for a direct number to this team in case I was disconnected (I have been disconnected many times in previous experiences with Comcast). I was told there was not a direct number and during the redirect my call was disconnected. I called back and after finally reaching another representative I was told there was a direct number to the collections department. I then called this number only to find more prompts and still had to find a member of the billing department to try to redirect me to the collections team. This time the billing rep stayed on the line while I was redirected and I finally reached the collections team. The collections rep then informed me that they could not help me because the account no longer had active service and gave me the phone number for "internal collections". This number turned out be someones private home phone number.

I decided to try contact the debt collection agency directly. The agency's supervisor informed me that a Comcast Billing Supervisor needed to contact them and let them know the account was paid and to give them permission for the account to be removed from my credit report.

After calling the Comcast customer support line once again and finally being put through to another billing representative I was then informed of the "reviewing team". I explained what the debt collection agency told me and requested to be transferred to a supervisor. After a lengthy run around which

included me having to call back a few more times I finally was put threw to a billing supervisor. This supervisor offered absolutely no help whatsoever and refused to even give me contact information to someone who could help me.

I find it disgusting that I am being put through so much just to try to get a simple letter that I could personally type up in about five minutes. It is ridiculous that due to a Comcast employees mistake I now have to battle with the company to fix it.

Ticket: # 618444 - Comcast (or any isp with) data caps

Date: 10/28/2015 2:08:17 PM

Received via: Internet

City/State/Zip: Oroville, California 95966

Company Complaining About: Comcast

Description

The isps need to be broken up and made a utility already... they are ruining the advancement of this country by limiting internet by introducing data caps. 300 Gb... and with the speed they offer, you could reach that cap in a couple hours... It is a conflict of interest... they are losing cable customers (their own fault for charging so much for bundles of channels that no-one watches) to netflix and they are trying to limit data so no-one can use it. I'm so tired of seeing Comcast (or atnt/Verizon/enter most isps here) break anti trust laws and the government (you guys, the fcc...) not do anything about it. Why do we not have fiber by now? My internet in Japan over 10 years ago was faster and cheaper, and it was a monopoly that I had to use on base. Let these companies compete or fail. You know, sort of like this thing called capitalism... what ever happened with all the tax breaks that we gave them (in the billions) to lay the fiber lines years ago? I'm almost ashamed to be an American anymore. Please do something... try to have a soul and not take that bribe from the lobbyists and let these isps die or actually compete already.

[Ticket: # 618487 - Comcast data cap](#)

Date: 10/28/2015 2:17:16 PM

Received via: Internet

City/State/Zip: Charleston, South Carolina 29403

Company Complaining About: Comcast

Description

I am subject to Comcast's 300 GB data cap. There's no competition for "fast" internet in my area. I work from my house. I also stream video. The 300 GB cap unfairly punishes those who don't have cable or work out of their houses. It also limits online download purchases. It hurts consumers and other businesses.

Ticket: # 618490 - Comcast DataCaps

Date: 10/28/2015 2:18:21 PM

Received via: Internet

City/State/Zip: Coral Gables, Florida 33134

Company Complaining About: Comcast

Description

Comcast data cap is unreasonable. In today day and age, if you have kids that are using PS4 and streaming video, the cap is blown within 15 days of the month. I have called Comcast to get pay an extra \$30 a month for unlimited internet (which I thought I had already) and they are telling me this is in the works but I can not activate it now.

Ticket: # 618507 - Comcast Billing/pricing

Date: 10/28/2015 2:27:02 PM

Received via: Internet

City/State/Zip: Colorado Springs, Colorado 80918

Company Complaining About: Comcast

Description

Comcast appears to arbitrarily change the amount of my bill without notifying me in any way except via the email address I have through them, which I never use. My monthly payment is automatic through my bank. I recently logged into my comcast account to investigate a service outage and found that my monthly amount due had increased greatly. I was never informed of these changes. If I had been properly informed I would have changed my bank bill pay service to pay the correct amount, or I would have looked elsewhere for service. Unfortunately, there are no other options. I called Centurylink and they could not provide me with internet service because they are maxed out on their bandwidth in my area. So I am stuck with Comcast.

Ticket: # 618534 - Comcast

Date: 10/28/2015 2:35:44 PM

Received via: Internet

City/State/Zip: Weston, Florida 33327

Company Complaining About: Comcast

Description

I have signed a unlimited contract with Comcast. Now they have sent a notice informing that we are limited for 300Gb month and will need to pay for any additional.

Ticket: # 618542 - Comcast Customer Service

Date: 10/28/2015 2:38:38 PM

Received via: Internet

City/State/Zip: Atlanta, Georgia 30349

Company Complaining About: Comcast

Description

Comcast is stealing from me. I have called several time to have the phone service dropped from my account and every time I call I get transferred around. I have been transferred up to 10 times.

Ticket: # 618569 - Comcast Billing Outrages

Date: 10/28/2015 2:45:25 PM

Received via: Internet

City/State/Zip: Agawam, Massachusetts 01001

Company Complaining About: Comcast

Description

Hi I Have Comcast And I Have Basic Cable And 25 MBPS Internet And I Am Paying 89 Dollars A Month Which Is Rediculous And From Time To Time It I sent Even That Fast.

Ticket: # 618577 - Breach of contract

Date: 10/28/2015 2:47:22 PM

Received via: Internet

City/State/Zip: Hialeah, Florida 33015

Company Complaining About: Comcast

Description

Concast has breach the contract terms and conditions as it was explained to me at the time I signed up for the service. Now I am facing to 1) monitor the data usage of my internet. 2) having to pay more than it was agreed upon due to over usage of data.

I'm requesting a full investigation to this matter since I,m not the only one affected by this change in policy set forth by Comcast.

Ticket: # 618585 - Comcast Internet/billing issue

Date: 10/28/2015 2:50:38 PM

Received via: Internet

City/State/Zip: Atlanta, Georgia 30341

Company Complaining About: Comcast

Description

For over 4 months (from April through September) my Internet with Comcast has been going down randomly. Comcast was able to verify this and send a technician to my house on 3 separate occasions. They were eventually able to fix the issue and my internet started reliably staying up. A representative at Comcast told me that they would credit my account for the time that I had no service but was still being billed. The amount to be credited was going to be a little over \$100.(1/2 of my bill over 4 months). They told me that everything would be taken care of and that they would handle it from here. I called in to check my account balance over the phone and the credits still haven't been posted. The supervisor Jacob that I spoke to was completely rude and told me that I had overages and that I didn't deserve credits because I had overages. I asked to speak to someone that could help me and he stated that no one could help me and that I should just pay what I owed. He also said that there was nothing in the account to show were I should even be allowed credits. I asked him to please transfer me to someone else and He disconnected the call. This level of service is unacceptable. I was paying for a service that was not working half the time for 4 months. I should only have to pay for the time that I was able to use the service.

Ticket: # 618641 - Internet Service

Date: 10/28/2015 3:02:18 PM

Received via: Internet

City/State/Zip: North Miami, Florida 33301

Company Complaining About: Comcast

Description

We have been having issues with Comcast business for 4 months now. They say that there is a congestion issue and have giving us several dates that there was to be a new node added to relieve congestion. Time has passed and we complain every time and get a different date for resolution. This is a business account and if they are advertising falsely of the service they are suppose to provide who polices that ? This is a business that has 18 employees and we cannot even use of phones because the bandwidth is not there. Please help account is under (b) (6) International Payout Systems Inc. Who is watching Comcast and protect the America Companies ?

[Ticket: # 618647 - Comcast's new 300GB data cap](#)

Date: 10/28/2015 3:03:39 PM

Received via: Internet

City/State/Zip: Key Biscayne, Florida 33149

Company Complaining About: Comcast

Description

We signed up for an unlimited data plan that is now capped. If we want the "new" unlimited" plan we have to pay an additional \$30. On one end we are required to sign on for a 2-year contract without the ability to renegotiate and on the other Comcast can change their terms as they see fit.

Ticket: # 618659 - Comcast Data Caps

Date: 10/28/2015 3:08:04 PM

Received via: Internet

City/State/Zip: Boca Raton, Florida 33433

Company Complaining About: Comcast

Description

Comcast is implementing data caps in Florida which prohibit legal uses of the internet connection I pay for. Their intent is to punish paying customers who choose to watch Netflix, Hulu, or some other streaming solution rather than subscribe to their cable tv plans.

Please stand up to consumer-toxic decisions like this!

[Ticket: # 618662 - Comcast data caps](#)

Date: 10/28/2015 3:08:42 PM

Received via: Internet

City/State/Zip: Dania, Florida 33312

Company Complaining About: Comcast

Description

Comcast has recently introduced data caps in the south Florida in such a way so that anyone who uses a streaming TV service which competes with traditional cable (Netflix) is forced to pay extra every month.

Ticket: # 618667 - development/region/area outage/slow versus individual homes

Date: 10/28/2015 3:12:01 PM

Received via: Internet

City/State/Zip: Little Egg Harbor, New Jersey 08087

Company Complaining About: Comcast

Description

There is a "cluster" connectivity issue here in my development. We each call Comcast individually over and over again and technicians come out. They put new outside connections on; nothing changes. They say we need boosters; nothing changes. One technician said the underground wires are wet and need to be replaced. I have seen them laying new cable down the other end of my street. I need it down my end ! How do I get them to take actions? I test my bandwidth regularly and its always under 1 Mbps. This is a continuous/day in/day out issue. I'm submitting this complaint because it is impossible to reach them to talk to them about issues like this. They attack it as if its an "individual" home issue and you go through a circus like set of instructions and answers from them.

Ticket: # 618670 - Comcast--Unreasonable Data Cap

Date: 10/28/2015 3:12:45 PM

Received via: Internet

City/State/Zip: Nashville, Tennessee 37203

Company Complaining About: Comcast

Description

Comcast's data cap of 300GB is unreasonable. A data cap should be variable based on bandwidth. Currently, using 8 hours of the bandwidth I already pay for will put me over the data cap, incurring extra fees. This is, simply put, price gouging.

Ticket: # 618752 - Predatory practices of comcast monopoly

Date: 10/28/2015 3:37:22 PM

Received via: Internet

City/State/Zip: Knoxville, Tennessee 37923

Company Complaining About: Comcast

Description

I received a harassing phone call from Comcast today. Their representative claimed that I was over an arbitrary 300GB data limit on what was basically a cable connection. I was neither previously informed of a data limit, neither did i agree to such a thing or consent to additional penalties resulting from said limit.

What is the justification for this? Data is passed through that connection (a cable connection) as internet data or tv broadcast. Can comcast show and prove that tv broadcast does not effect the same load or even more than internet? Why this malicious, vile practice?

I'm not sure how, in the year 2015, instead of innovating and providing new improved services to increase revenue, it is deemed appropriate for a company to indulge in such disgusting practices.

Ticket: # 618781 - Discount promised for a specified time and the amount promised are changed--twice in the last two months In addition

Date: 10/28/2015 3:42:25 PM

Received via: Internet

City/State/Zip: Boca Raton, Florida 33432

Company Complaining About: Comcast

Description

Discounts promised are broken Leased equipment charged stay forever-never paid off

Ticket: # 618783 - Comcast data caps are destroying the internet

Date: 10/28/2015 3:42:57 PM

Received via: Internet

City/State/Zip: Gresham, Oregon 97030

Company Complaining About: Comcast

Description

Hi there,

Count me in as one of the Comcast customers who is hurt tremendously by their data caps. I decided that I no longer needed their cable services due to Netflix and Hulu, and now they are rolling out a 300GB cap that prevents me from using these services. It is obviously a way to try to get their customers who have cut their cords to return to their dying cable product. I am also a hardcore gamer and it is impossible for me to stream and play games every month. I have to make a choice and what I want to do. There is no obvious need to implement these data caps except to get more money out of the customers.

I would be absolutely ecstatic to switch to a different ISP, but the monopoly that Comcast runs has prevent any decent competition in my area. Google Fiber is a possibility, but it may be years before that ever happens. Comcast should not be allowed to pillage their own customers. I support data caps if they are needed, but the 300GB cap is far too low for the average American.

Please do something about this soon.

Thanks,

(b) (6)

Ticket: # 618817 - Comcast - date caps - lack of availability

Date: 10/28/2015 3:57:07 PM

Received via: Internet

City/State/Zip: Knoxville, Tennessee 37919

Company Complaining About: Comcast

Description

I have a business and comcast is one of the ONLY options for business. I want GIGABYTE internet. Not this crap I'm paying SEVENTY DOLLARS FOR their BASIC, INSULT-YOU-EVERY-CHANCE-THEY-GET service.

\$70 - FOR LIMITED, WORST POSSIBLE INTERNET. ARE YOU KIDDING ME?

Start pack is 16 mbs down, 3 mbs uploaded. FOR A FREAKING BUSINESS.

Ticket: # 618873 - Comcast Data Cap

Date: 10/28/2015 4:13:57 PM

Received via: Internet

City/State/Zip: Aspen, Colorado 81611

Company Complaining About: Comcast

Description

250GB is the proposed cap in my area which wouldn't have been sufficient in the 90s. I pay \$240/month for a couple of TVs and internet. This cannot be allowed.

Ticket: # 618926 - Provider options limited

Date: 10/28/2015 4:32:12 PM

Received via: Internet

City/State/Zip: Miami, Florida 33145

Company Complaining About: Comcast

Description

Hello,

My broadband provider, Comcast, has instituted data caps on existing service that was not limited previously. They have changed the product I am paying for, and have promised to enforce early termination fees if I cancel because of this change. Needless to say, I would not have ordered this service if I had known it would be limited.

This is a money grab. As evidence that this has nothing to do with network management they encourage customers to "upgrade" to an unlimited data plan option for \$30 per month. Their 300GB of data is not based on responsible network management, and is precisely crafted to affect any customers which use their connection for IPTV. My 105Mbit circuit can use this in about 8 hours.

They are penalizing customers based on this type of content (net neutrality).

Additionally, Comcast is the only Broadband ISP available in my location (the City of Miami). AT&T has service of 6mbps and doesn't qualify as broadband. Even the unlimited option can be discontinued at any time (see below URL). This lack of any broadband competition is really, really bad for a few reasons. In markets where Comcast is competing, there are no data caps and speeds are quite a bit higher. This lack of availability has many adverse effects (real estate, commerce) but the biggest of these is that I'm now without any option for broadband without data caps.

Please fix this, I implore you.

<http://customer.xfinity.com/help-and-support/internet/exp-unlimited-data>

Ticket: # 618949 - Comcast Data-Caps

Date: 10/28/2015 4:40:49 PM

Received via: Internet

City/State/Zip: Knoxville, Tennessee 37912

Company Complaining About: Comcast

Description

I am a Comcast internet subscriber, not by choice mind you, but because Comcast is the only broadband offered in my area that provides speeds someone could expect living in the year 2015 (AT&T is offered as well at a maximum of 12mbps down).

I am subject to a data cap of 300GBs per month, which, given the amount of streaming media available in this day and age, is laughably small. Netflix, Hulu, HBOGo, online games (download a single 30GB game, bye bye 10% of my monthly data). This cap has been in place for years now, and nothing has been done to stop it.

How exactly is it ok that a utility service provider can (1) *nearly* establish a monopoly in a geographic region and (2) leverage the general lack of competition to squeeze as much money out of their consumers as possible?

It's time for regulatory authority to step in and protect consumers.

Ticket: # 618997 - Comcast Data Caps

Date: 10/28/2015 4:50:40 PM

Received via: Internet

City/State/Zip: Ladson, South Carolina 29456

Company Complaining About: Comcast

Description

Comcast has implemented data caps on its Internet Service in my area. This doesn't seem legal or at least fair. How can a company put limits on something I'm paying for, and not do the same for all of their customers across the nation. I feel that if it was implemented nation wide, then the entire country would be in an uproar seeing as how in many markets, as well as mine, there is only one high speed internet provider. Please do something to help us citizens fight back against this unjust business practice.

Ticket: # 618998 - Scam phone call

Date: 10/28/2015 4:50:46 PM

Received via: Internet

City/State/Zip: North Augusta, South Carolina 29860

Company Complaining About: Comcast

Description

Someone said this was the IRS calling to tell me this was the last time they will call or they will take legal actions me. The phone # they called from was the phone # they said to call. It was a recorded message.

Ticket: # 619038 - The new data cap established by comcast

Date: 10/28/2015 4:59:37 PM

Received via: Internet

City/State/Zip: Hialeah, Florida 33016

Company Complaining About: Comcast

Description

I feel that the new 300gb cap established by Comcast is absurd. They are abusing their power because they have little to no competition when it comes to internet providers. My family and I should be allowed to spend as much Gigabites of internet as we like and where we like since we are paying over 150 dollars monthly for their services. Furthermore, they are only counting the data spent on any media outlets other than their own; meaning that if one pays for OnDemand premium the data used will not be added to the 300 Gb limit. This is absurd. They want the user to either stop watching HD videos on Youtube or Netflix and start using OnDemand or pay \$10 for every 50gb over the limit. We would essentially end up paying double subscriptions for everything that requires internet usage.

As I stated, I feel like they are abusing the fact that they have no competition, and they are limiting what the consumer(who is already overcharged for the services they provide) ends up having no alternative than to pay more for extra data or begin using On-demand for entertainment.

Ticket: # 619132 - commcast javascript probe, Throtling, and data cap

Date: 10/28/2015 5:32:16 PM

Received via: Internet

City/State/Zip: Charleston, South Carolina 29403

Company Complaining About: Comcast

Description

commcast is pushing javascript probes in the form of a popup on to my desktop. They have also put in data cap on my internet usage that was never asked nor informed that we are in a data cap zone. They will charge extra for the month for internet usage. They also for 2 entire months have charged me for 50 mbs down but constantly get 30. They have been informed of the speed and tell me to deal with it.

Ticket: # 619167 - Slow Internet

Date: 10/28/2015 5:45:59 PM

Received via: Internet

City/State/Zip: Merrimack, New Hampshire 03054

Company Complaining About: Comcast

Description

Dear Sir or Madam,

My internet has been slow for some time about two months, about two weeks ago I called and complained to Comcast, they were not very helpful, and they said they would send a Tech out to look at the line and poll the following Thursday October 15th. My speeds are still the same. I was told by them that my down speed should be 110 – 115 Mbps I am consistently getting about 9Mbps.

It goes without saying that I am frustrated with Comcast, like most of their clients but I have nowhere else to go. May I politely suggest that it is time for an anti-trust law suite, so that we may break up this obviously unlawful monopoly. It is time to do to Comcast what was done to Ma Bell.

In the meantime if you could assist me with motivating Comcast to fix my speed issue I would be very grateful.

Kind Regards,

(b) (6)

Ticket: # 619315 - Comcast for Business Fraud, nearly killed our small business

Date: 10/28/2015 6:35:33 PM

Received via: Internet

City/State/Zip: Monterey, California 93940

Company Complaining About: Comcast

Description

Comcast left our business with our phones answered by a disconnection notice for 8 days. Our bills are paid, our comcast fees are paid automatically each month and in addition to providing no service, they refused to acknowledge the issue for 5 days, until we listed other businesses affected. They did not call back, or attempt to resolve this, and never offered nor applied any credit to our account, and refuse to take responsibility for our loss of business and the loss of services for the other businesses as well. Our tracked business loss is \$48,000 dollars, untracked probably TWICE that amount and the loss of patients who had surgery who could not get ahold of our clinic is forever damaging. They should not be allowed to get away with this.

Ticket: # 619322 - Data Cap

Date: 10/28/2015 6:37:35 PM

Received via: Internet

City/State/Zip: Parkland, Florida 33076

Company Complaining About: Comcast

Description

Comcast added a internet data cap after I decided to downgraded my television service. one week after I switch my plan Comcast sends me a notice that moving forward my Data will be cap at 300 GB and if I want unlimited access I would have to pay \$30.00 extra per month. I currently pay \$ 70 plus taxes and fees per month for Internet service and basic cable television. I initially downgraded my service in an attempt to reduce my monthly expenses on 8/24 and on 9/1 I received notification that a data cap will be added to my account. Adding the data cap and having to pay extra \$30.00 for unlimited data it would bring my bill back to where it was before downgrading my service plan. I feel I'm being punish for downgrading my service and streaming programming instead of watching live TV. I consistently go over 300 GB per month since we stream most of the programs we watch via Netflix and there is no way to stay under that plan. My biggest issue is that Comcast decides to add a data cap only one week after I downgrade my service. I don't think it's a coincidence.

[Ticket: # 619348 - Comcast charging extra for data](#)

Date: 10/28/2015 6:51:58 PM

Received via: Internet

City/State/Zip: Miami, Florida 33178

Company Complaining About: Comcast

Description

Comcast charging extra for streaming videos on Internet and wants to punish customers with extra charges..

Ticket: # 619435 - Internet Data Caps**Date:** 10/28/2015 7:33:38 PM**Received via:** Internet**City/State/Zip:** Fort Lauderdale, Florida 33305**Company Complaining About:** Comcast

Description

A recently implemented data cap, which was arbitrarily set based on research from 2008, is affecting my ability to work from home. In fact, I recently contacted Comcast to discuss the 300 GB cap and was told that I would have to sign an extended contract and pay an additional fee in order to remove the cap. When I began using Comcast the cap was not a part of the contract, and no mention was made of such a limitation. The data cap is a blatant violation of the FCCs attempt to regulate throttling and is impacting my ability to connect to my works network via VPN. In a single day of work I can go through anywhere between 5% and 10%of my monthly allotment. This is unacceptable, and is a deception from the service I initially contracted for.

Ticket: # 619450 - Comcast

Date: 10/28/2015 7:42:23 PM

Received via: Internet

City/State/Zip: Leechburg, Pennsylvania 15656

Company Complaining About: Comcast

Description

Please. Please. I know all of these crooked agencies are in bed with eachother and getting dirtier and dirtier. I know comcast is lining a ton of government official pockets. Can you guys please find somewhere else to pocket your money from other than a cable company that pushes monopoly laws to the absolute limits and hurts our entire country except some politicians. Come on. You guys are the only ones that can do something about besides maybe a large scale terror attack on comcast buildings themselves. I know blah blah lawyers right... but all of a sudden changing their internet plans and forcing people to pay an extra 30 a month while mid contract is illegal. Do something about it. Burn that greedy company to the ground. Verizon still has grandfathered in customers from their unlimited data plans. Ban internet companies from selling tvs as well. Its obviously a conflict of interest because tv is going out of style and they squeeze everyone else to compensate for it. Please do something important and beneficial to this country publicly for once.

Ticket: # 619455 - COMCAST retaliating by blocking my number after a complaint to FCC

Date: 10/28/2015 7:45:41 PM

Received via: Internet

City/State/Zip: Miami Shores, Florida 33138

Company Complaining About: Comcast

Description

On 10/12/2015 I filled a complaint against COMCAST (Ticket No. 585689). I was contacted by the company to tell me that they heard the complaint. Today I attempted to call COMCAST to clarify why they were billing me almost 10 days before my bill was due but was unable to get their 1-800-9346489 to answer my call. After calling successfully from another number not linked to my complaint I got thru and realized that COMCAST had blocked off my telephone number. I guess they are retaliating for my complaint.

Ticket: # 619501 - Comcast Wifi

Date: 10/28/2015 8:10:07 PM

Received via: Internet

City/State/Zip: Indianapolis, Indiana 46228

Company Complaining About: Comcast

Description

Since July 2015 I have been trying to get Comcast to get me a working signal in my basement bedroom where I also work. My access has gone from very weak to no signal. They have come out to "fix" it and it works for a couple of days then I start losing the signal again. On Thursday, October 22, 2015 I called again to complain and was told that they could send someone Monday but they would put an escalation on the problem to try and get someone sooner. The agent called me back and told me she was able to get someone to come Friday between 2:00-4:00. I took a half day off work. At 4:30 I called them and was told no one was scheduled to come out until Monday. Despite arguing with them about getting someone out sooner I had to take a full day off of work Monday. Monday the Comcast technician came out and without looking at the connection I had on my computer in my basement bedroom he told me I needed a wifi extender. I bought one since Comcast does not supply that despite their advertising that they make sure you have wifi access in all of your rooms in your house. The wifi extender did not take care of the problem and I am still without wifi in my basement bedroom. I have never heard anything positive about Comcast and their service and I don't know why they are still in business. I hope you can help with my Comcast issue.

Ticket: # 619555 - Comcast has not called me

Date: 10/28/2015 8:33:20 PM

Received via: Internet

City/State/Zip: Houston, Texas 77037

Company Complaining About: Comcast

Description

I filled a FCC complaint about a week ago and Mrs. Lindsay from comcastbhas not made time to contact me about the issue I had with comcast placing 2 charges on my account that did not apply to me nor did I agree to

Ticket: # 619613 - Comcast

Date: 10/28/2015 9:09:59 PM

Received via: Internet

City/State/Zip: Forked River, New Jersey 08731

Company Complaining About: Comcast

Description

My internet has been out for 18 days on and off just for the month of October. Since May I have NOT had one solid month of internet service. I have been given several appointments for techs to come out and correct it, however, I have had more no shows than I have had techs show up. Every month, they claim to adjust my bill for the time my service was out, however, that is never done. I am so upset and disgusted with the service and treatment I have received, that writing to you is my last resort before I terminate all Comcast service.

Ticket: # 619617 - Internet Usage Cap

Date: 10/28/2015 9:14:34 PM

Received via: Internet

City/State/Zip: Murfreesboro, Tennessee 37128

Company Complaining About: Comcast

Description

Comcast has capped our internet usage at 300 gb per month without our consent. Nowhere did we agree to this change in our plan, which apparently went into effect in January. This cap was not mentioned when we signed on. We are now locked into a two year agreement at an exorbitant price for a brazenly misrepresented range of services! I'm outraged by this extortion, and I'll continue to be outraged if the FCC does nothing about this growing problem.

[Ticket: # 619641 - Account Services](#)

Date: 10/28/2015 9:34:28 PM

Received via: Internet

City/State/Zip: San Jose, California 95123

Company Complaining About: Comcast

Description

Unable to access account information.

Ticket: # 619642 - Comcast Usage Cap

Date: 10/28/2015 9:36:13 PM

Received via: Internet

City/State/Zip: Murfreesboro, Tennessee 37128

Company Complaining About: Comcast

Description

We are a family that practices conservation, hence, we don't receive paper bills. As a matter of fact, we have our account with Xfinity/Comcast set up for automatic payments, which means they are always paid, every month, on time. We never received any notices that the company had changed their pricing plan to include a cap on usage. Only when we were almost out of data did we get an online notice. This is ridiculous and unfair to put such a burden on families who rely on the internet for work and pleasure. We believe the company is behaving badly and most probably violating FCC rules, which state that a consumer must be notified BEFORE the change takes place so the consumer has the option of searching for another provider. Comcast didn't give us that option.

Ticket: # 619644 - Comcast Data Cap

Date: 10/28/2015 9:36:45 PM

Received via: Internet

City/State/Zip: Fort Lauderdale, Florida 33311

Company Complaining About: Comcast

Description

I received an email from Comcast stating that they were starting a trial run of a program that would limit my household data usage to 300gb or incur extra fees. I called Comcast to ask to not be part of the trial but they said this was new company policy.

Ticket: # 619661 - Comcast lied to me when I signed up

Date: 10/28/2015 9:47:42 PM

Received via: Internet

City/State/Zip: Hanahan, South Carolina 29410

Company Complaining About: Comcast

Description

I signed up with Comcast back in June 2015 to start just Internet and phone service July 27, 2015. At the time I signed up, I specifically asked for 75MB down and unlimited data. They said I would have both. They lied. I found out in Sept that I have only had 30 MB down and a 300 GB data cap. I was lied to when I signed up, and I never would've agreed to those terms. They also lied when I called in to ask why I didn't have 75 MB down and why my service kept going down every night at exactly the same time. I asked them why this down time stopped when I put an admin password on my router. The technician told me to take the password off. I told him I would not because it would leave my network wide open to hackers. He got mad and told me to take off the password. I said No. They made me pay extra for 75MB down after telling me back in June I would have 75 MB down for 59.00 a month. Now I have to pay about 70.00.

[Ticket: # 619682 - comcast license to rob](#)

Date: 10/28/2015 10:05:18 PM

Received via: Internet

City/State/Zip: Miami, Florida 33055

Company Complaining About: Comcast

Description

comcast all of a suddon wants to start charging for data usage something they never did before as if they don t make enough money this is another way they will start robbing customers, you guys need to put this company in it's place this is just another for them to make billions by screwing the consumer .

Ticket: # 619684 - Generally slow and intermittently broken internet

Date: 10/28/2015 10:11:17 PM

Received via: Internet

City/State/Zip: Ayer, Massachusetts 01886

Company Complaining About: Comcast

Description

For some time now, Comcast has generally failed to deliver the throughput rates advertised for our household plan. Speed tests (such as Ookla) suggest we are getting no more than 3-5 Mbps average download speeds, although upload speeds are occasionally higher than this. Now, several times a day, the internet becomes incredibly sluggish for about 5-10 minutes (rarely reaching even 0.5 Mbps download rates during these periods), which makes even basic usage very difficult and essentially prevents media usage, such as streaming video.

We have tried various technical solutions, such as changes to our computer and router configurations, but they have had no discernible effect on the problem. Furthermore, we cannot change providers, because Comcast has a local monopoly on internet services where we live.

Ticket: # 619746 - Internet Data Caps**Date:** 10/28/2015 11:49:06 PM**Received via:** Internet**City/State/Zip:** Pembroke Park, Florida 33023**Company Complaining About:** Comcast

Description

As of this month, October 2015, our Internet service provider in South Florida has begun implementing data caps on users of 300GB. After speaking with a Comcast representative about the issue, it seems there is no apparent logic for the data cap at all, besides penalizing it's customers. They did not indicate that there were network management issues at play, including congestion or the like. Now, I'm being forced, after having the service for the nearly 3 years, and having established a consistent month to month usage pattern on the order of 600-700 GB, to pay a premium of \$30 dollars, on top of an already egregious \$80 per month to maintain my level of service. Even worse, is the fact that Comcast maintains a Monopoly on Residential Cable Service in South Florida, leaving me and many other consumers like myself with no choice but to acquiesce to corporate extortion. I would like to know why Federal, State and Local governments have allowed consumers to be victimized by corporate malfeasance, under the guise of a free market that is anything but. I do not think that I should have to pay a nearly 50% markup on a service that has neither been improved nor modified in any way to benefit the consumer. The service is identical to what It was before, the cost to operate and maintain has not increased, nor are there any other adverse conditions that should justify such a price increase. Furthermore, I cannot, if I so choose, find another operator to provide comparable service for my family.

This is shameful, and flies in the face of anything resembling decency, and moral rectitude. Comcast is taking advantage of my family, which has long since cut the cord, ridding ourselves of junk programming designed with nothing more than an intent to sell advertising and pad the coffers of corporate pirates. With an increasing number of Americans joining the ranks of cord cutters, Comcast has seen fit to rape it's loyal customers, ridding them of their hard earned money for the benefit of wealthy shareholders.

I have no voice, nor do I have standing to fight the deep pockets of corporate slave masters, so it falls on your shoulders to defend consumers such as myself from the tyranny of fiefdom.

I urge you to take action on behalf of the many customers who will suffer at the hands of these pirates. Do not fall for the feeble argument that only a small percentage of the customer base will necessarily be harmed by this new tax on liberty - one consumer harmed is one too many. Please do not allow this unjust redistribution of wealth, from the have-nots to the haves, to be perpetuated in our American Society.

I expect action on this issue immediately.

Thank you

Ticket: # 619814 - Comcast new 300gb cap

Date: 10/29/2015 5:55:50 AM

Received via: Internet

City/State/Zip: Miami, Florida 33165

Company Complaining About: Comcast

Description

With the new high definition video streaming services such as Netflix and their own Xfinity online television service, as well as online gaming, and the digital distribution of those games through services like Steam, there is an increasing need in bandwidth for the consumer.

Video games themselves can be very large in size, close to 10GB for the larger releases. With high definition streaming, such as through Netflix, I can reach 3-7GB per hour.

If you do the math, you'll see Comcast is punishing consumers which choose digital distribution and streaming services with an illegal \$30 tax to go over the limit. Furthermore, the lack of high-bandwidth choice in my area only leaves me with two options, the first being Comcast who offers 90mbps, and the depressingly slow ATT service at ~20mbps.

Ticket: # 619833 - Comcast Rate Hikes**Date:** 10/29/2015 6:34:49 AM**Received via:** Internet**City/State/Zip:** North Port, Florida 34286**Company Complaining About:** Comcast

Description

Comcast excessive rate hikes in comparison to offers for new consumers. I have been a customer of Comcast since 2012. I have telephone and internet service with them. For the past 2 years I have had many problems with their service ie. no dial tone, poor to no internet connections etc. I have called them on several occasions to complain. Most recently our internet service was very poor. When I called them I was advised that my internet speed had been lowered (this was not done at my request). They upped my speed and the service seemed to be working. My last bill at the time was in the range of \$75 for both phone and internet. I received a new bill yesterday for a total amount of \$132.01. When I called the service and billing department I was advised that my "promotion" was over and that this would be my new rate. I also spoke to a customer retention representative who advised the same. The representative advised that I could have their "Triple Play" for phone, internet, and television for \$99 per month. We have had their cable previously and did not like it. With the problems I have had with my phone and internet, why would I want to "add" their cable service too? Basically, because I am not a new customer I no longer qualify for new customer rates.

Ticket: # 619854 - Comcast overcharging me for services and misrepresenting services

Date: 10/29/2015 7:21:26 AM

Received via: Internet

City/State/Zip: Washington, District Of Columbia 20009

Company Complaining About: Comcast

Description

On 9/24/2015 I received a call from Comcast's sales department. They informed me that my promotional rate of \$45.99 for internet services was about to expire in the month of October and that my internet rate would raise to \$65.99. Instead, they offered that I could have a promotional offer for one year for a rate of 49.99 that includes my same speed of internet, HBO, streampix, and basic cable. I accepted the offer and was sent a confirmation email. Then, after I had not received my cable box in the mail for a month. I called Comcast on 10/26/2015. I was told by the agent that I was never signed up for the additional services even though they did see the confirmation email had been sent and that I had been charged the more expensive rate for my internet service for the month of October. They further informed me that they could not honor the original offer. I asked to be transferred to sales and informed them that they had illegally charged me \$20 additional dollars for that month and that it would be illegal for them to extend an offer, have me accept it, and then not provide the offer. So, they transferred me to sales. After 30 minutes on the phone with sales and two additional call backs they agreed to honor the original offer. However, they informed me that I would receive one email stating that I was being charged \$59.99 and then another email with the corrected rate of \$49.99. What ended up happening is that I received one email stating that the service was now going to be \$80.99 and received no email with the corrected price. I called Comcast back again today and was connected with someone in customer service. I explained the situation to them and they told me that they would connect me with sales after explaining the situation to them. Not only did they not connect me to sales, they connected me to a department that deals with overdue payments, they did not inform the new person I was speaking to about the details of my problem. This conversation took a total of 40 minutes between speaking to the representatives and being placed on hold. I have now spent a total of two hours on the phone with Comcast trying to resolve the fact that they overcharged me for a service (my internet for the month of October) and that they offered me an offer that they are refusing to honor. As it currently stands they intend to illegally charge me \$80.99 for a service I agreed to pay \$49.99. This is in spite of my record that I was offered the service at that rate (confirmation email).

Ticket: # 619982 - Comcast will not fix our internet packet loss and connection issues.

Date: 10/29/2015 9:06:01 AM

Received via: Internet

City/State/Zip: Miami, Florida 33170

Company Complaining About: Comcast

Description

For years our family has been forced to endure heavy packet loss in our internet connection which is supposed to be free of packet loss(Comcast reps admit that I should have no packet loss). Every year I have to spend what amounts to days on the phone with Comcast reps, pleading with them to please fix our internet connection. Several Comcast techs will come to our home and test every connection and every piece of hardware on our property until they figure out the problem is outside our property(as always). Finally the Comcast Line/maintenance techs are called in to fix the problem but this time when the line techs finally showed they only "improved" the connection to a smaller amount of packet loss and wanted me to be satisfied, this is just unacceptable. I monitor the problem on my workstation daily and I'm keeping a video log of the packet loss we endure at night and some times during the day. I told the techs that the packet loss is mostly between 6 PM - 12 AM but they will not come out to our property at that time. One Comcast line/maintenance tech told me that there is a tear in the underground but Comcast will not approve the major repair, probably because we live in a rural area and there are only a few houses near. It's not too much to ask for when you're asking for a paid service to work the way it's supposed to work. The Comcast maintenance techs are entitled individuals, they don't even have the courtesy to speak with the customers. There is a history of the same problem happening at our house for years, it's always the line techs that fix the problem but this time they only fixed 90% of the problem and they need to fix it. If Comcast wants to cap our internet and charge us more money then Comcast needs to provide the "zero packet loss" internet service they claim we should have. If a family has to deal with corrupt data and bad downloads/uploads due to packet loss this may cause the family to use more of the limited data Comcast offers. As you can see there is a conflict of interest here and Comcast needs to be held accountable to provide adequate service to those that are paying for it.

Ticket: # 620066 - Internet Usage Overage Charges - COMCAST XFINITY

Date: 10/29/2015 9:36:39 AM

Received via: Internet

City/State/Zip: Miami, Florida 33143

Company Complaining About: Comcast

Description

I was shocked to find out that I suddenly am being charged for data usage that goes over 300 GB from Comcast for my home. This was never told to me when I signed up and was just brought on out of the blue. This feels like a way to get more money from customers who are choosing to stream more programming vs. get cable since they want you to pay more to extend the data limit (\$10 per month for additional 50GB). This is terrible and a bad way to do business and treat the customer. This makes it very difficult to stream TV and expensive. Please look into this.

Ticket: # 620107 - Harassing and badgering phone calls from Xfinity/Comcast employees.

Date: 10/29/2015 9:53:34 AM

Received via: Internet

City/State/Zip: Doraville, Georgia 30340

Company Complaining About: Comcast

Description

I cancelled my service Oct. 22, 2015, and since then, I have received 4 calls questioning me why I cancelled my service and they have refused to disconnect the internet. I'm receiving calls in the middle of the day while I'm at work, after work, while I'm relaxing in my home, etc.

This company is employing bullying tactics to secure revenue. I should be able to cancel any service and not be harassed because I did. I will never use Xfinity/Comcast for any services, and I will encourage any who does have their services, to terminate it immediately.

Ticket: # 620135 - data cap

Date: 10/29/2015 10:02:33 AM

Received via: Internet

City/State/Zip: Memphis, Tennessee 38119

Company Complaining About: Comcast

Description

Comcast has put data caps in place in the Memphis market. this is not cell phone usage nor does it cause problems in the system. this is just another way for this to big to fail giant to make more money.

Ticket: # 620238 - Comcast Internet Service Simply Does Not Work As Advertised**Date:** 10/29/2015 10:30:14 AM**Received via:** Internet**City/State/Zip:** Chicago, Illinois 60618**Company Complaining About:** Comcast

Description

Comcast installed high-speed internet service at my home in June, and has provided data transport and ISP services since. The Comcast service I purchased is advertised as providing download (data transfer) speeds of "up-to" 100Mbps. I pay a premium for this "ultra" high speed service. To date, I have only ever achieved download speeds of more than 20Mbps a handful of times. I have tested speeds at all hours of the day and night, and Comcast's service regularly delivers speeds that are 10%-15% of advertised capabilities. I have never achieved any speed faster than 35Mbps - 35% of the alleged top-end. I have made multiple attempts to resolve the issue with Comcast. It has failed to do so numerous times.

Ticket: # 620344 - Comcast

Date: 10/29/2015 10:58:25 AM

Received via: Internet

City/State/Zip: Miami, Florida 33165

Company Complaining About: Comcast

Description

They want to put a GB limit on my internet here in Miami. That's abuse. They are a cable monopoly down here. Otherwise we have to switch over to satellite which goes out every day because it's always stormy here. It's bullshit!

Ticket: # 620362 - Comcast dropped my monthly data capacity

Date: 10/29/2015 11:02:53 AM

Received via: Internet

City/State/Zip: Davie, Florida 33024

Company Complaining About: Comcast

Description

Hello,

I have Comcast 105 extreme internet at my house. I recently received a letter and voicemail stating that my monthly capacity has dropped from 500 GB to 300GB per month and I have to still pay the same amount. This is atrocious, our technology is advancing exponentially and instead of doubling a loyal customers data limit they appear to want to cut it nearly in half and expect us to pay the same amount of money. This is disdainful and unacceptable.

Ticket: # 620395 - Was mislead on internet speed performance**Date:** 10/29/2015 11:10:49 AM**Received via:** Internet**City/State/Zip:** Renton, Washington 98058**Company Complaining About:** Comcast

Description

Before I signed up for Comcast internet and their BLAST tier of service ('speeds of up to 100mb/sec'), I had the Comcast agent check to see if that speed was actually available at this address and was told yes. Since signing up for the service, I have never had speeds exceed 55mb/sec (the next Comcast service tier down in cost is 50mb/sec). Lately my internet speeds have been in the 30-35 mb/sec. I'm using a DOCSIS 3.0 modem, a high end consumer router and live in a newer home... The same combination of equipment and infrastructure quality I've used in two other homes with Comcast and had great success... So I do not believe this to be a home equipment issue. The Comcast reps I have spoken to have been unable to do anything to remedy the issue outside of basic diagnostic (turn it off and on, did that fix it?). If the sales person says that I should be getting 'up to 100mb/sec' then I should be getting that or close to it... Not speeds that are nearly on par with their next price tier down. The reality of the situation is that if Comcast didn't have a monopoly on broadband in this neighborhood, that my speed would be 100mb+... Which is verbatim what we've seen when Google Fiber or a local municipality deploys to a neighborhood and Comcast, Charter or whoever find themselves suddenly needing to be competitive. If Comcast is going to lobby their way into a legal monopoly, that's fine, but the FCC needs to regulate the ISPs to provide the speeds that they market.

Ticket: # 620419 - Was Never Informed of Data cap when signing contract

Date: 10/29/2015 11:17:26 AM

Received via: Internet

City/State/Zip: Doral, Florida 33178

Company Complaining About: Comcast

Description

Comscast Rep never informed me that I as a costumer would be place on there data cap program of 300GB a month, if the rep would have informed me of such limit I would have never agreed to the contract. I find this offensive and borderline illegal.

Ticket: # 620547 - Data "usage" or more appropriately Data CAPS

Date: 10/29/2015 11:55:12 AM

Received via: Internet

City/State/Zip: Citrus Heights, California 95621

Company Complaining About: Comcast

Description

I'm an internet power user. I've cut all cords in an effort to save as much money as possible and Cable television was on that list. It was just too expensive and I was paying for a lot of content I didn't care for. So, I cut cable and home phone. I've been saving on average 70 dollars per month. To replace my entertainment needs I watch Netflix and pay for that service. I watch quite a bit. I would imagine I regularly hit 300 GB just streaming netflix. I also watch Youtube, Twitch and other forms of internet entertainment. So, with all those online entertainment options I'm likely well over Comcast's so called "Fair Data" caps. Their new policy is just a way to make more money from customers who have cut the cord.

This all would be fine if they had any viable competition, especially in my area. The free market would rule them out and they would fade into obscurity. The problem is, they're pretty much the only game in town. The alternatives are stuck in the early 2000s with slow internet via DSL. There really is no where to go. They have monopolized the internet industry and are now using that power to take advantage of their customers. This is why their data caps cannot happen. Where will cord cutters/cost cutters like me go? The only option is to use less internet, which is not what I pay for.

[Ticket: # 620617 - Comcast 300gb internet cap](#)

Date: 10/29/2015 12:15:37 PM

Received via: Internet

City/State/Zip: Davie, Florida 33331

Company Complaining About: Comcast

Description

Comcast has implemented a 300gb internet cap at the beginning of October and charging \$10 per 50gb that you go over. I think this is extremely absurd and should not be allowed to continue.

Ticket: # 620664 - Comcast Data Cap**Date:** 10/29/2015 12:32:17 PM**Received via:** Internet**City/State/Zip:** Murfreesboro, Tennessee 37128**Company Complaining About:** Comcast

Description

The data cap that comcast has (once again) applied to specific cities is an unnecessary and ill used. There is no benefit of using it (proven) and it makes us customers miserable. There is no way to avoid being charged if you go over the allotted amount, and you can't control going over the amount. With all of the streaming services available, along with all the devices people use, a 300gb data cap is unreasonably low. I want comcast to revoke the data cap AGAIN, and permanently. My wife does photography work and I do graphic design work, so there is a large amount of data exchanged between us and clients, along with typical streaming. We have one other roommate who also streams frequently, so 100gb a person for 30 days is completely unreasonable. Not to mention they NEVER told us there was a cap to begin with. They implement this cap although on the Comcast website, they do NOT list Murfreesboro, TN as an applicable data cap service area, but we have the cap anyway! They are infringing on their own service rules!

another thing to note, is that the entire apartment complex is pre-wired for comcast service, however they boast high internet speeds (but DONT say you have to share with whoever else in the area uses it)---rendering the internet VERY SLOW at peak times of the day! UNFAIR!

Ticket: # 620667 - Comcast Internet Cap

Date: 10/29/2015 12:32:36 PM

Received via: Internet

City/State/Zip: Pembroke Pines, Florida 33026

Company Complaining About: Comcast

Description

Why should I have a cap on my internet. Comcast is treating my internet, like a phone plan. So I have unlimited data on my phone and not on my internet, that is not right!!!

[Ticket: # 620723 - Comcast 300 gb cap was never opted into](#)

Date: 10/29/2015 12:43:23 PM

Received via: Internet

City/State/Zip: Brunswick, Maine 04011

Company Complaining About: Comcast

Description

Comcast implemented a 300 GB data cap on existing accounts and is now charging for overage. I never agreed to the new caps and have no other options for high speed internet where I live. This seems like an outrageous abuse of their near-monopoly power.

Ticket: # 620743 - Comcast Data Caps

Date: 10/29/2015 12:50:53 PM

Received via: Internet

City/State/Zip: Fort Lauderdale, Florida 33312-4444

Company Complaining About: Comcast

Description

Comcast has instituted a data cap in my area and it feels like they are basically stealing from me at this point as they frequently cannot deliver the promised speeds in my area, yet they have the audacity to implement one of these. Not to mention that a good deal of the traffic on my account is actually tied to comcast and their services like video streaming. Isn't it a bait-and-switch since when I signed up, I got the "unlimited" plan but now even before the end of my contract, they have changed my plan to a lower tier service for the same amount and without any input from me whatsoever.

Ticket: # 620749 - Comcast Thieves, unlawful charges.

Date: 10/29/2015 12:51:55 PM

Received via: Internet

City/State/Zip: Jacksonville, Florida 32216

Company Complaining About: Comcast

Description

Hello, my name is joshua karalunas. And I am a customer of Comcast TV and Internet service. I spoke with a comcast rep on the phone to cancel, when he offered me the 'perfect package'. He said he could give me the hd dvr with the blast internet for 99 dollars a month. I told him i wanted to make sure my bill was under \$110.00/month. He agreed to this price and I went on my way. I get the bill for the next few months and they are \$150!!! They said they cannot match what their own rep told me. And will not give me the difference that I was quoted. I am now out about 90 dollars. And I have no other service to turn to with fast internet needed for my business. I sincerely hope you can do something about this thief of a company. They are dishonest, and unlawful.

Ticket: # 620775 - Comcast Data Caps**Date:** 10/29/2015 12:57:06 PM**Received via:** Internet**City/State/Zip:** Conyers, Georgia 30013**Company Complaining About:** Comcast

Description

Comcast is adding a 300GB data-cap in my area with no possibility to raise it or get back my unlimited. There are 3 people living in this home that use the internet and it seems extremely unfair for them to do this. We've called their support and were told there was absolutely nothing that could be done. The alternate cable providers also have data-caps as well so there really is no other option. If we go over this cap they will charge us extra for going over. They did this for the entirety of Georgia calling it a "trial"(even though there is no option to opt out of it nor any incentive to act in it) so I'd imagine there are others whom are affected by this as well. The price of the internet did not change at all, they just added a data-cap. We have been forced to pay for less for no real reason.

I please do something about this, I don't want to tell my family and friends not to stream videos or play games online to save data usage. Especially when it was unlimited before.

[Ticket: # 620959 - Comcast complaint](#)

Date: 10/29/2015 1:45:39 PM

Received via: Internet

City/State/Zip: Paducah, Kentucky 42003

Company Complaining About: Comcast

Description

The bills are too high for service that does not always work and rude customer service.

Ticket: # 620990 - BILLING ISSUES WITH COMCAST : INTERNET ESSENTIAL

Date: 10/29/2015 1:52:57 PM

Received via: Internet

City/State/Zip: Chicago, Illinois 60632

Company Complaining About: Comcast

Description

Consumer is low income and having "Internet essentials" through Comcast (\$9.95 plus taxes). She had problems with her internet and called Comcast to report the problem, the rep told her that they would send a technician out to fix the problem and the consumer asked the rep if this service had a charge and the rep said "no charges at all", the consumer accepted to receive the technician out and the technician couldn't fix the problem then the consumer received a bill of \$ 157 for the technician visit. The consumer is low income and she can't pay that amount in addition Comcast rep told her that she wouldn't pay anything for the visit. RESOL: Consumer wishes to have the charge of \$157 removed from her bill and a statement reflected the amount of ZERO balance. CTR-11

Ticket: # 621078 - Data cap

Date: 10/29/2015 2:17:21 PM

Received via: Internet

City/State/Zip: Wilton Manors, Florida 33311

Company Complaining About: Comcast

Description

Data cap

Ticket: # 621089 - Comcast and internet problems

Date: 10/29/2015 2:19:20 PM

Received via: Internet

City/State/Zip: East Falmouth, Massachusetts 02536

Company Complaining About: Comcast

Description

Comcast informed me that I had to replace my internet box because it was going to become obsolete. They came and replaced it and ever since it has been so slow it's ridiculous. I called and that still didn't fix the problem. They informed me if a tech was to come out I'd have to pay again after I already paid for them to come and install it. You can't get through on the phone and I've been on a Chat wait now for over 35 minutes. Just keeps saying "Your Chat will begin shortly. This is very frustrating. Are they trying to get people to pay for high speed internet service. I never had a problem until they changed my box. Please help.

Ticket: # 621188 - Cable and Internet from Comcast

Date: 10/29/2015 2:41:57 PM

Received via: Internet

City/State/Zip: Pompano Beach, Florida 33069

Company Complaining About: Comcast

Description

I have been trying to get my internet and TV fixed for more than a month and half without success. Two times a technician has come to my apartment and hasn't been able to fix the internet because, in his words "he is not the right technician" since the problem is a cable that goes from the cable room to my apartment that is damaged and Comcast needs to send a different kind of technician in order to change it. After calling Comcast several times to explain the situation and specify what their own technician told me (to send a special kind of technician that was able to actually fix the problem) a total of 5 appointments were made and ALL of them were no shows. The last one was Thursday October 22nd between 8 AM and 9 PM. I got a call at 7 PM in which they informed me that the technician wasn't going to make it and that I should reschedule. All this time they have been charging me for a service that I DIDN'T received. I have been over a month and a half with the same problem. MORE than 7 appointments made of which 5 were NO-SHOWS and 2 were absolutely no help at all. This company is inefficient, very poorly coordinated and with absolutely no regard for customer service. Of course, I intend to cancel the service and switch to another provider (even though there aren't many options since there is a big duopoly); however, i need the FCC help to take this complaint seriously and help me explain to Comcast that they can charge me for a month of service that I NEVER received just because they are very inefficient and have no regard whatsoever for their customers' time and well being. Ill be very grateful if someone can help me resolve this matter.

Ticket: # 621271 - Comcast's 300 GB data "allowance" is purposefully hostile to its users.

Date: 10/29/2015 3:05:01 PM

Received via: Internet

City/State/Zip: Huntsville, Alabama 35803

Company Complaining About: Comcast

Description

Comcast's 300 GB data "allowance" in many markets is hostile to users, hostile to innovation in the marketplace, and seems to be set to specifically punish "cord cutters" who utilize streaming video services.

I get notifications nearly every month, warning me that I have nearly hit their arbitrarily-defined data cap and will incur financial penalties if I do not keep my usage below that cap.

This is the latest, received earlier today:

"This is a Courtesy Notice from Comcast to let you know that you have reached 90% of your 300 GB monthly data plan for your XFINITY Internet Service. As of 10-29-2015, you have 27 GB remaining for this calendar month."

I do nothing illegal on my internet connection. I download video games to my Playstation 4, stream music from Apple Music, watch videos on YouTube, and watch other programming on Netflix or Hulu. This is common across my entire family of three and nothing that we do could be possibly considered "excessive."

And yet, every month, we get this warning.

If we download one or two games (at 20 GB to 50 GB each), plus watch an hour or two of YouTube/Netflix/Hulu each day (which is not unreasonable!), that alone uses 50% of our monthly allowance.

This does not include software updates for our phones, computers, gaming consoles, or other devices. It doesn't include regular email traffic or general web browsing. It doesn't include sending photos to friends and family from our recent Disney World trip. It doesn't include a lot of things.

There is no technical reason to limit the number of bits that we can download in a given month, and there is certainly no reason for the limit to be so painfully low.

I generally try to avoid being cynical, but it's hard to see anything other than cash-grabbing self-interest on the part of Comcast as they roll this 300 GB data limit out to more and more of their markets.

I would leave Comcast immediately if a viable competitor existed in my neighborhood, but no such competition exists. The only potential competitor, "WOW" or "Knology", does not serve my address. Other alternatives offer inferior services (DSL, etc.) and/or impose similar data transfer restrictions.

Ticket: # 621598 - Data limiting and overages

Date: 10/29/2015 4:28:43 PM

Received via: Internet

City/State/Zip: Huntsville, Alabama 35806

Company Complaining About: Comcast

Description

Comcast has imposed data transfer limits as a "trial" on customers of their customers in several areas around the United States. There was no "opt-out" of the trial, and they offer no way, that I know of, to be exempt from it.

Comcast has imposed "limiting" their customers data transfer to 300gb a month. This is incredibly easy to surpass with no effort between online gaming, steaming, and downloading content, applications, software patches, and conducting general business. This limits what I can do with my internet connection as my family can only use up to the data limit without being charged a ludicrous amount in overage fees.

The limit is in essence a soft cap on internet access and hurts the companies I do business with over the internet.

Further, I pay Comcast a stupid amount of money (when compared to elsewhere in the world) for one of the higher transfer rates (which is abysmal compared to other first world countries) yet the data limit does not scale in any way with the the data transfer rate I pay for or the number of people in my household. I have no alternative to using Comcast because the complex I live in is tied into a monopolizing contract with Comcast. If that was not the case I would have switched services.

I pay for what I use with my utilities and the price is fair. Why can't Comcast do the same? It isn't like they are improving internet infrastructure with their record profits or anything...

Ticket: # 621599 - data cap

Date: 10/29/2015 4:28:50 PM

Received via: Internet

City/State/Zip: Duluth, Georgia 30096

Company Complaining About: Comcast

Description

Been a loyal member to Comcast having their bundle for my home. But now suddenly they want to enforce a data limit and have me pay extra to increase my current limit stating it saves users money by offering data limits.. Well it doesn't. So how does that make sense? Maybe if you had a package deal that gave me unlimited and didn't raise the price and just kept my billing the same then.. That would be fair making all the other bundles cheaper with data caps.

Ticket: # 621662 - Internet provider overcharge in Miami, Fl.

Date: 10/29/2015 4:43:12 PM

Received via: Internet

City/State/Zip: Miami, Florida 33145

Company Complaining About: Comcast

Description

We have internet service through Xfinity, because we don't have any other choices in this area, and now they want to charge extra for over usage of internet. The data cap of 300gb is easily attainable by anyone who has "cut the cord". The facts about the average internet usage is false. They are using their complete power to enforce ridiculous things. Is no one regulating or doing something about it? Its a monopoly. Its an attack on the average internet consumer for giving up TV.

Ticket: # 621785 - Poor Internet Speeds

Date: 10/29/2015 5:28:54 PM

Received via: Internet

City/State/Zip: Lake Forest, Illinois 60045

Company Complaining About: Comcast

Description

We have been promised and charged for internet speeds reaching 100MBps. Our speeds are consistently between 1-3MBPS and frequently going below 1MBPS. These speeds are direct hardware connection speeds, without sending the signal via a WiFi. Comcast pays no attention to customer complaints and provides the worst customer service imaginable.

Ticket: # 621788 - 3rd Complaint/Ongoing Unresolved FCC complaints**Date:** 10/29/2015 5:30:06 PM**Received via:** Internet**City/State/Zip:** Camby, Indiana 46113**Company Complaining About:** Comcast

Description

I have filed two previous complaints regarding the same continuing unresolved issue with Xfinity internet/home security. Xfinity responded to my last FCC complaint with notification that they would be waiving all fees regarding early termination of home phone/internet/ and home security. Scott in the escalations department advised me that all fees would be waived regarding all services that I owe including home security. I followed up two weeks later with a phone call to Scott to ensure there would be no miscommunication. I left a voicemail for Scott with Escalations and he did not return my phone call. One week later, I called Scott again and again left a voicemail - he again did not return my call. Two months later, I am now receiving collections calls from 317-287-3932 regarding early termination fees for Xfinity home security. Being that all of my complaints to Xfinity/Comcast revolved around poor service and technical difficulties with the home security service, it was crystal clear that these fees were supposed to be waived. I called the number for Scott and it was disconnected. I have made several calls to Comcast Home Security to get this issue resolved. On 10/22/15 I spoke with Denise who acknowledged that the notes in my account clearly show these fees should have been waived. Denise advised me that she was escalating the call and Adam would be calling me back. One week later, Adam still has not returned my call. I continue to receive collection calls. Today, 10/26/15 I spoke with Natalie in Home Security who also acknowledged notes in the account stating all fees should have been waived. Natalie assured me that these fees would be taken care of; however, she was unable to provide me anything stating this in writing. After dealing with this business I am no longer inclined to "trust" they will take care of anything and therefore I want a statement in writing that these fees have been taken care of so that I can provide this evidence of their error to the credit bureau. At the time of this complaint I have checked with the collections company and this amount of \$272 has not been taken care of and is affecting my credit negatively.

Ticket: # 621834 - Over charges and miss communications.

Date: 10/29/2015 5:56:00 PM

Received via: Internet

City/State/Zip: Richmond, California 94801

Company Complaining About: Comcast

Description

We just started in December with a agreed payment of \$59.00 a month and within four month period the bill payment increased nearly two hundred dollars. Comcast said we cancel our bill and was charged an early termination fee, which was supposed to be corrected, but was not. And it continue to be excess charges I am not aware of.

Ticket: # 621889 - account disconnected

Date: 10/29/2015 6:33:51 PM

Received via: Internet

City/State/Zip: Warrenton, Virginia 20186

Company Complaining About: Comcast

Description

I've had Comcast internet for 5 months now and payed on time for the first three - when I went to pay for my fourth month it was balance of \$0.00 so I waited a month for a new bill - still \$0.00. We were still connected to wifi luckily. But I tried to contact people on chat three times - all three analyst's were rude and didn't tell me why my account was "disconnected" I never messed with my account to make it disconnect - and I have tried very hard to get it reconnected with a chat analyst. My husband and I love Comcast and recommended it to friends, but no longer will we want to recommend it nor use it. We wanted to update our services to Cable as well but with this long problem that shouldn't have even happened in the first place, we wont be.

Ticket: # 621929 - Slowest internet ever with evidence

Date: 10/29/2015 7:00:04 PM

Received via: Internet

City/State/Zip: Chicago, Illinois 60632

Company Complaining About: Comcast

Description

Slowest internet ever since i had it was supposed to be 70mbps and original was 50mbps. Until it got Upgrade not only did my internet fail consistently and slow down to 650kb i still had to pay for it and Comcast did not care and also scammed me on the billing my cable also did not work half the damn time. They have constantly reset my router and stopped the throttling over the phone..and started to do it again 4 min later like i wouldn't notice

Ticket: # 621967 - data cap

Date: 10/29/2015 7:27:07 PM

Received via: Internet

City/State/Zip: Atlanta, Georgia 30035

Company Complaining About: Comcast

Description

Comcast data cap on Oct 29 2015 I received a call from Comcast stating that I had already met my data usage for the month and my only choice was to pay a 10 dollar overage fee I have a daughter in college who have class work to complete and I just registered for online classes how are we supposed to complete class work when we fear constant overage. Do consumer have any right with these large company

Ticket: # 622006 - Comcast data cap

Date: 10/29/2015 7:58:23 PM

Received via: Internet

City/State/Zip: Tucson, Arizona 85739

Company Complaining About: Comcast

Description

Comcast representatives swore up and down to me that I was signing up for unlimited data access when I signed up - all of a sudden, they are telling me that there is a data cap!

Ticket: # 622011 - No Service After Two Months of Appointments

Date: 10/29/2015 7:59:58 PM

Received via: Internet

City/State/Zip: Bel Air, Maryland 21014

Company Complaining About: Comcast

Description

On September 2, 2015, I called Comcast to establish service. The operator set up my account and asked that I call back once my equipment was hooked up and I was ready to activate service (I was using my own equipment). On September 3, I called to activate service and was unable to receive a signal. The operator informed me that a tech would be dispatched to my house on September 7.

On September 7 a tech showed up and tested the line running from Comcast's box to my house. The tech indicated that the line was no good and a new line would need to be run. Before leaving he stated that the construction group would be out within two to three days to run a new underground line.

After three days, when no one had my shown up, I called customer service and was informed that it actually takes five to seven days for an underground line to be installed. On September 17, I called again, since a new line had still not been installed.

On the evening of September 18, I came home to find that a new line had been installed underground, however this new line was run to my NEIGHBOR'S house (I live in a town home community). I called customer service and was told that a tech would be out the next week to fix the issue. During this time, I also received a bill for service that I was not yet receiving.

Another appointment went by without a tech showing, or anyone from Comcast contacting me to inform me about a change of plans. This appointment was on September 21. At this point I asked that the service account be terminated as I was not willing to pay for service I was not receiving and I didn't want the unpaid bill to negatively effect my credit.

After cancelling the previous account, I was informed that a tech would still be out to correct the issue of the line being improperly run to my neighbor's home. I was told to expect a tech on October 14. Again, no tech showed and I was not contacted. On October 15, upon calling customer service, I was informed that I had to establish a new account before a tech could be dispatched to correct the previous problems. I had no choice but to establish a new account and put in a pending order for service. A tech was to be at my home on October 22, but again, no tech showed and I was not contacted.

On the October 22, upon realizing that no tech had shown, I called Comcast and asked to speak with a supervisor. A supervisor called me after I gave the rep my mobile number. The supervisor told me that a tech would be at my home today, October 29, to install a new underground line. No tech has shown. No one from Comcast contacted me to inform me of a change in plans.

Please, if there is any way the FCC can help in this matter, I'm begging for assistance. I don't know, at this point, what else to do. I have been nothing but calm, patient and respectful to each rep I have

spoken to at Comcast; the recorded phone calls will show this. I have done my part and I am simply asking that the people at Comcast do theirs.

Thank you in advance for any assistance that can be provided in this matter!

Ticket: # 622075 - Internet monopoly and monthly cap

Date: 10/29/2015 8:47:34 PM

Received via: Internet

City/State/Zip: Nashville, Tennessee 37209

Company Complaining About: Comcast

Description

It is absolutely atrocious that Comcast is allowed to run a monopoly on the internet service here in Nashville, TN. On top of that they also get to cap how much internet we use at 300gb. This monopoly is frustrating for customers because it drives up prices and gives us few if any alternatives. It also provides little incentive for Comcast to price competitively.

Ticket: # 622080 - Comcast Internet and TV services are down.

Date: 10/29/2015 8:53:08 PM

Received via: Internet

City/State/Zip: Manitowoc, Wisconsin 54220

Company Complaining About: Comcast

Description

Comcast TV and Internet services are down, AGAIN... I looked up the outage on (www.downdetector.com) and shows outages in Minneapolis and Chicago, the closest hubs near me, and there are other major outages across the country. I do not understand how COMCAST, the largest provider of cable Internet and TV services, can have such large volumes of service interruptions. Look at cellphone carriers for example, or say the infrastructure of business. Yea cellphones have dead zones, but that's expected when it's a wireless service. However, Comcast directly connects to its customers. But with cell phone companies, the service they provide they maintain and if there is a problem, it's fixed in a reasonable amount of time given the wireless setup of it. As far as any business, when their website is down, or their IT infrastructure is down, that means a loss of business and loss of money. They maintain their network to keep possible customers happy. Yet Comcast can't even provide it's customers with a reasonable response time when they have device issues... as the Largest Cable provider, there is no reason, at their hubs that they don't employ the staff and have the right backup setup for when something goes wrong. In dealing with what they provide, a bunch of 12 year old kids can run it better. It has been over an hour since the services first cut out tonight and still nothing. There needs to be guidelines for company that provide a service like comcast to customers that may rely on the Internet or tv service to make a living. There should be guidelines for backups if their primary systems have a failure, within a reasonable response time and traffic load of their peak hours. I could go on more but think I've vented enough. I'm just saying, as a federal agency that monitors QoS from providers, how are actions being taken against those that do not provide that QoS? I also have beef against digital broadcast signals that greatly diminished the QoS that analog provided. If you want more input, send me a job offer, otherwise, do the job that tax payers are paying you to do. Enforce what you say you enforce and fine those that don't follow the guidelines.

Ticket: # 622114 - Comcast 300 GB Cap

Date: 10/29/2015 9:47:00 PM

Received via: Internet

City/State/Zip: Miami, Florida 33193

Company Complaining About: Comcast

Description

I'm part of a family of 4 and since the cap from Comcast has been in effect the amount that they provide hasn't been enough to support the family. We've always had Comcast and the service we always paid for were never told that we had a 300 GB cap and now that they've been enforcing that we've past the 300 GB within 15 days and have gotten an additional 100 GB which they charge \$10 per 50 GB.

Ticket: # 622163 - Bill

Date: 10/29/2015 10:24:57 PM

Received via: Internet

City/State/Zip: Tallahassee, Florida 32304

Company Complaining About: Comcast

Description

I have been a comcast customer since 2012. Since that time, I've been paying for 100 mgbs.

However, based on their speedtest, I get less than 15. This is not fair as I pay for a service that I'm not getting the full benefit of using.

Ticket: # 622173 - Throttling Internet Speed

Date: 10/29/2015 10:32:20 PM

Received via: Internet

City/State/Zip: Holladay, Utah 84117

Company Complaining About: Comcast

Description

At 9:15 we have had several devices disconnected from the internet. This is not a common occurrence. We have reset the router which is showing everything is okay and 1 of the devices is running fine. Comcast is throttling the connection.

Ticket: # 622199 - 300 gig limit?

Date: 10/29/2015 10:56:53 PM

Received via: Internet

City/State/Zip: Hollywood, Florida 33021

Company Complaining About: Comcast

Description

I signed up for Comcast's internet service and explained I needed the service to stream tv. I was told the package I was purchasing would meet those needs. They also packaged cable tv and on-demand in - yet their installer wanted \$200 additional to install the cable. Basically I was sold a service that resulted in having a data cap that my family hit a little over halfway through the months. Now I get messages that I am being billed for every gig over 300. I have no idea how much extra I am being charged and completely feel

Scammed by comcast. Who provides intranet service to an household and limits the data? Are we now going to be screwed by the cable companies the same way we get screwed by the phone companies if we use their service 'too much'. I thought I was being sold a product that would meet my family's needs, and would we pay a 'monthly flat rate basis like cable but instead we are being nickeled and dimed. Why would cable internet need the same restrictions as cellular data? I feel like I am being completely screwed and cheated by comcast.

[Ticket: # 622209 - Comcast data usage cap](#)

Date: 10/29/2015 11:16:16 PM

Received via: Internet

City/State/Zip: Miami, Florida 33185

Company Complaining About: Comcast

Description

Comcast has arbitrarily put a data usage cap to my internet service. This is an abuse, for nowadays everything is connected to the internet. Even my home's power outlets and alarm system use the internet. Do not let this company take advantage of its users.

Ticket: # 622210 - Comcast Data Caps in South Florida

Date: 10/29/2015 11:16:50 PM

Received via: Internet

City/State/Zip: Lighthouse Point, Florida 33064

Company Complaining About: Comcast

Description

Comcast has instituted data caps in South Florida and is charging overages when we go over. They have effectively raised the price of the service they were previously providing. They are abusing their government-backed monopoly on cable internet in the area.

Ticket: # 622212 - Data Caps

Date: 10/29/2015 11:20:02 PM

Received via: Internet

City/State/Zip: Goose Creek, South Carolina 29445

Company Complaining About: Comcast

Description

I believe these "Data Caps" are an unjust and unfair way of creating new revenue by abusing existing customers because of their failed merger with Time Warner Cable. Today was the first time I learned of these "Test Markets" that have apparently been going on since 2012. I find it comical that I pay for the absolute highest speed that they offer and I am still subject to this atrocity . I find it to be an illegal practice, especially considering there are no options to pay for less "Data" but we are forced to pay when we go over their set limit.

My bill also shot up 20\$ today for no reason, I checked the charges

I paid 139.99\$ last month for the Triple Play Package, This month it has risen to 159.99\$.

I implore the FCC, and all affiliated agencies to help Google bring their Fiber networks to every city so this kind of customer manipulation marketing practice can end when competition starts to sink in for these corrupt companies.

Thank you for your time.

Ticket: # 622214 - Internet Data

Date: 10/29/2015 11:27:35 PM

Received via: Internet

City/State/Zip: Hermitage, Tennessee 37076

Company Complaining About: Comcast

Description

I filed a complaint last month regarding Comcast and their archaic and ridiculous business practices.

The customer service representative still did little to nothing to address my complaints aside from essentially saying that there is nothing they can do. And they are still in the process of "collecting feedback" regarding their soft 300 Gb data cap.

The representative stated that the data cap was implemented back in 2012. You'd think after 3 years of the data cap being in place that they would have gotten enough feedback to realize their data cap is ridiculous, especially for heavy users like I and my family.

I mentioned Google Fiber in my last complaint and how they are rolling out far faster speeds, for far cheaper pricing. And they even offer free internet once you pay a \$300 installation fee. I also mentioned how Comcast came out with a 2 Gigabit speed shortly after Google confirmed they will be bringing Fiber to TN. However, the representative out right lied to me in regards to whether or not that speed has the 300Gb data cap. He claimed it did not, however I went right to Comcasts website which says there is a Data Cap in place. I have affixed a screenshot showing that their own website says a cap is in place.

For a \$500 installation, \$500 activation fee, and \$300 bucks a month you would think Comcast could at least remove the cap for that connection speed, but no. They seem to want to continue bending customers over the table because they can.

Overall, my conversation with the Representative was less than effective at resolving any kind of complaints and I was essentially told there was nothing that can be done and that a report would be written and sent to the proper department. After hearing that it essentially felt as if my complaints/concerns didn't matter because I'm stuck with Comcast regardless until Google can get up and running and they already get my money.

In a time where one of the biggest companies in the computer industry is coming to town and planning to roll out far better services for far better prices, you would think Comcast would be trying to jump ahead and be trying to build customer loyalty to keep people from jumping ship as soon as Google Fiber is up and running. However, it still seems that they are planning to nickel and dime their customers until the very last second they can before real competition starts taking their business.

Ticket: # 622223 - Phone scam

Date: 10/29/2015 11:41:48 PM

Received via: Internet

City/State/Zip: Norcross, Georgia 30092

Company Complaining About: Comcast

Description

Selling item on Craigslist and get a text that says they are trying to call, when they call I am supposed to dial code 79. Their phone number was +1 (720) 263-0436. About 2 hours later I get a call from +1 (202) 455-8888

Washington, DC. I did not answer, hope you can get rid of this scammer.

Ticket: # 622298 - Comcast Data Caps

Date: 10/30/2015 6:33:25 AM

Received via: Internet

City/State/Zip: East Point, Georgia 30344

Company Complaining About: Comcast

Description

Comcast has stated that I have reached my limit on data at 300GB, yet when I check my router it only shows 86GB consumed for the past 30 days.

Ticket: # 622300 - Data Limit Should be Illegal

Date: 10/30/2015 6:35:27 AM

Received via: Internet

City/State/Zip: Miramar, Florida 33025

Company Complaining About: Comcast

Description

Data limits which have been imposed are non realistic as I, the average "so-called" customer which play online video games, watches streaming television, subscribes to a VOIP telephone (non-comcast) can easily hit those limits within a week. My household has users which do online classes, work from home (internet customer support), etc. Is there any real purpose other than to inhibit the competition? Data limits on home services should be illegal as it serves no real purpose. Now I am expected to pay an extra \$30 a month on top of the \$100 which I am already paying. There is no other viable internet service provider in my area. There is no customer choice.

Ticket: # 622315 - Comcast Data Cap 300GB

Date: 10/30/2015 7:28:41 AM

Received via: Internet

City/State/Zip: Hialeah, Florida 33014

Company Complaining About: Comcast

Description

Hello,

I've been a Comcast customer for over 2 years by now, I am only using their internet services, they call it Blast Package, I pay 70 bucks a month. I use internet a lot, I download the games I buy virtually, I download assets for my designs, movies, stream tutorial, etc. Starting in October I started to received notifications that I was getting close to my data limit of internet, when I checked I realized that they implemented this limit and if you go over you will need to pay more money, basically 10 dollars every 50GB over 300GB a month. Attached there is a picture of my internet usage from a few days ago, I was at 357 GB and now I am at 420, so I am aiming to pay \$100 for my internet. This is very unfair, there is no reason for them to do this to us, please we need to stop this, they are making enough money already by being a monopoly, don't allow more. Thanks

Ticket: # 622364 - Comcast Changing to Data Quota

Date: 10/30/2015 8:08:27 AM

Received via: Internet

City/State/Zip: Fort Lauderdale, Florida 33312

Company Complaining About: Comcast

Description

Comcast Xfinity - I signed an agreement last January that did not include any usage caps, they have changed it effective this month to be a cap of 300 GB or additional charges will apply.

Ticket: # 622373 - billing/service

Date: 10/30/2015 8:17:10 AM

Received via: Internet

City/State/Zip: Hallandale Beach, Florida 33009-6822

Company Complaining About: Comcast

Description

in July 2015 i had an issue with equiptment that be came outdated once i upgraded my comcast APP and most off all it was ordering movies that created a high bill ..so after 2weeks an countless hours of trouble-shooting as a courtesy my system was upgrade to the XP platform at no cost ..but those changes changed by bill amount my i was charged for equiptment , service,labor i went from \$119.99+ tax a month to \$700.00 my contracted time was increased by 2years and when i tried to fix it i was told my previous contract was no longer available and i would have to pay an outstanding cancellation fee i spoke to every department in customer service since july2015 to october 30 ,2015 6:00 am and i still cant get this problem resolved ...i need my original service package plan back as it was with a April 2016 end of contract date and all of those charges removed im always promised a call back that has'nt happend yet no emails ,no messages im now being charged late fees for a bill i cant afford and it's rising.

Ticket: # 622382 - Overage Charges and no usage meter

Date: 10/30/2015 8:21:00 AM

Received via: Internet

City/State/Zip: Dallas, Georgia 30157

Company Complaining About: Comcast

Description

They are charging me for overages when they do not provide a usage meter.

The usage meter is constantly broken and does not show usage. The still bill me for overages I do not owe.

Ticket: # 622399 - Comcast service

Date: 10/30/2015 8:35:06 AM

Received via: Internet

City/State/Zip: Gettysburg, Pennsylvania 17325

Company Complaining About: Comcast

Description

Comcast has horrible customer service. Our first experience was a couple of months ago when a service technician came to our house to fix our internet. He was so rude and disrespectful. I found him in our basement, standing on the edge of our new couch(mind you he was about 300 lbs.) to fix something up high. We asked him to get off and that we would get a step stole for him. Then he tried to move a shelf without asking for assistance and broke our sons hand-made pottery which was very special to me. He had no remorse! I reported him and all I got was a sorry and small discount on my bill which was still way to much for the service he provided. Now I was back on the phone twice for internet and phone issues the other day. Every time you call you have to sit through about 5 min. of automated talking before you can reach an actual agent who then is foreign and cannot be understood. EVERY TIME!! I wasted 3 hours of my evening with one person who after realizing he couldn't help me disconnected our conversation then a second person(after I called back and sat through the automated conversation again) who sounded like he had no idea what he was doing. On top of all of all this I was then told in a third phone call that I could exchange my modem at the westminster md. location because it was closer for me. I drove 40 min. to do this and was turned away because I was out of state!! Why did they send me there??! I want to so badly to cancel with comcast but of course they know I have no other options in my area. Extremely frustrated and feel they need to be reprimanded in some way and they also need more competition in this area. Maybe that would make them care a little more about their customers!

Ticket: # 622430 - Internet Limits and overage charges

Date: 10/30/2015 8:55:32 AM

Received via: Internet

City/State/Zip: Snellville, Georgia 30039

Company Complaining About: Comcast

Description

When I signed up with Comcast for their Blast program, I was never made aware that there was a limit to my internet usage. Today I received a notification that I was nearing my limit and would be charged for any overages. It appears that this only applies to certain states. After speaking to a customer service representative they advised that to have unlimited internet I would have to pay an additional \$30.00 on top of the \$70.99 I am already paying. My internet connection is slow, times out, the router has to constantly be reset and they want to put a limit on the usage.

This limits and overages is becoming a bit frustrating from all the big internet providers, especially when their customer service and equipment are both 3rd rate at best.

Ticket: # 622431 - can't log in to my account to check my bill

Date: 10/30/2015 8:55:48 AM

Received via: Internet

City/State/Zip: York, Pennsylvania 17404-8289

Company Complaining About: Comcast

Description

When I log in to my account and try to view my bill, I get a pop up message that Comcast couldn't send email to my email address and that I need to update my email address. My email address hasn't changed since I got it from Comcast and if I click on cancel, I am kicked out of my account. They changed their billing system so I need to see if my account number changed, or if my payment date changed and I can't do that. I tried talking with the support group and they just had me try to log on to another Comcast site and since I got in with that message, they dismissed the problem. I still can't view my billing information.

Ticket: # 622483 - Data Caps- Innacurate Monitoring-

Date: 10/30/2015 9:20:19 AM

Received via: Internet

City/State/Zip: Kennesaw, Georgia 30144

Company Complaining About: Comcast

Description

Last month I upgraded my router to monitor all cable modem data transfers because the Comcast widget could vary my up to 10GB on remaining data.

My modem reports (tomato firmware on cisco router) I have used 297.88 but Comcast says I've gone over. I have no recourse mechanism. There are no published guidelines on my bill nor their site stating when the cap resets (midnight local time on the first of the month?)

They have forced this arbitrary limit on me, and upped the cost for any data over 300GB. My plan was initially unlimited- 50MB/s as much as I used in a given month.

I have yet to meet anyone who is in favor of data caps on their previously unlimited plan, but in this "Pilot"- it appears customer feedback doesn't matter- (does not sound like a functioning competitive market no does it?)

My plan is now degraded to 29.99 for 300 GB- (10c/GB) after that the price doubles to 20c/GB.

When I used to have unlimited and never requested any change. At least the cell phone carriers had to grandfather people in when they moved away from unlimited plans.

Please do something about this.

Ticket: # 622547 - Comcast Billing

Date: 10/30/2015 9:37:00 AM

Received via: Internet

City/State/Zip: Dunwoody, Georgia 30338

Company Complaining About: Comcast

Description

Purchased one package for internet and tv, had it installed and now being billed additional fees. Have made several calls to Comcast and just get passed from one customer service representative to another. The last representative I spoke with told me she couldn't help because I scheduled the service online and she only helps "loyal" customers.

I have a screen shot of the package I purchased and yet have been told the package I purchased was never available.

It is apparent that Comcast strategy is to simply pass a customer service call from on rep to another. As I write this, I have now been on the phone for 40 minutes, talked to 3 reps and am on hold again! No resolution.

Ticket: # 622579 - Comcast Data Caps

Date: 10/30/2015 9:50:17 AM

Received via: Internet

City/State/Zip: Fort Lauderdale, Florida 33334

Company Complaining About: Comcast

Description

Comcast is imposing it's Data Cap Trial in Fort Lauderdale FL and I am an affected customer. I am livid that a company is allowed to do this in the USA. I can move to a second-rate country and have better internet service than I get here. It's time the government hears the complaints of its people and tightens the reigns on Comcast, who is set to trample all over us who have no other choice for internet. I simply can't believe that Comcast is not facing any fines or threats of action due to their data cap plan. I hope you plan to rise up and take on this massive issue that is affecting more and more Americans. Thank you.

Ticket: # 622600 - Abusive internet charges

Date: 10/30/2015 9:58:47 AM

Received via: Internet

City/State/Zip: Miami, Florida 33126

Company Complaining About: Comcast

Description

Comcast keeps changing the rules in the middle of the game, now they are blackmailing customers like me with usage caps, I'm tired of dealing with this thieves, because there is not enough competition and they know it, Please HELP!! Where is the Government when we need it?, in my area there is not broadband competition, I pay more for internet than for electricity, can you believe it?

Ticket: # 622603 - Comcast data cap

Date: 10/30/2015 9:59:31 AM

Received via: Internet

City/State/Zip: Nashville, Tennessee 37211

Company Complaining About: Comcast

Description

I want to file a complaint about comcast's data cap. It is just my husband and I in our apartment. We have one computer, 2 iPhones an iPad and an Xbox, and we constantly go over the allotted data amount; despite that both of us work outside of the home nearly five days a week from at least 9-5. I couldn't imagine how it would be if we had more devices, or children! This data cap is ridiculous especially in today's technologically advanced world where the internet is used all the time! The cap needs to be raised substantially or there needs to be no cap at all! I believe this is comcast's way of squeezing more money out of their customers!

Ticket: # 622605 - Billing, Poor Service, Not fulfilling Customer Service Guarantee

Date: 10/30/2015 9:59:35 AM

Received via: Internet

City/State/Zip: Trafford, Pennsylvania 15085

Company Complaining About: Comcast

Description

Improper Billing for installation due to their defective equipment. Being Charged for Equipment I do not own. Not honoring a \$20.00 reimbursement from their own customer guarantee.

Ticket: # 622658 - Broadband Monopolies vs. Competitive Options

Date: 10/30/2015 10:17:29 AM

Received via: Internet

City/State/Zip: Coconut Grove, Florida 33133

Company Complaining About: Comcast

Description

Cable Companies have a monopoly within markets and are gouging citizens like myself. I live in Miami (Coconut Grove), FL and the only option I have for high-speed internet service seems to be Comcast. Comcast has now implement data caps on service. I already pay for 105mbps service (at a premium), but that isn't good enough for Comcast. Now they want to charge for what 'they define' as 'excessive' usage per month (over 300 GBs). I already pay Comcast at least \$275 per month for cable TV and internet.

The FCC needs to work with state and local governments to encourage competition within marketplaces, and stop the practice of allowing companies to have a monopoly on services. We are well past companies recouping their initial investments required to establish cable services (1980s), and they have handsomely profited long enough. The FCC must encourage, drive, and enforce competitive market solutions and providers, and stop the monopolies and predatory business practices!

These anticompetitive practices only exist as they're are currently allowed and supported by the FCC, State, and local governments. Enough is enough!!!

(b) (6)

Coconut Grove, FL 33133

Ticket: # 622686 - Monopolizing the internet market in my area. Forcing consumers onto new plans.

Date: 10/30/2015 10:23:13 AM

Received via: Internet

City/State/Zip: Miami, Florida 33193

Company Complaining About: Comcast

Description

I purchased on September 1, 2015 (9/1/2015) internet service from Xfinity, a comcast company. I had originally signed up for the "Performance" package. Until the starting of October (10/1/2015) they had placed us without our knowledge into a new internet plan. This plan set us up in a limited 300 GB policy where if 300 GB of data were to be reached, we will be billed an increment of 10\$. We had never signed up for this program. In addition, there is no other internet (cable/DSL) company in this area. They placed this on all Miami, Florida customers and we're forced to abide by that one option if you previously purchased the "Performance Package" from Comcast.

This attempt at Comcast is a blatant attempt to add revenue from all Miami customers. There is no other option nor can I grandfather the previous plan into my bill. I am forced to abide by the 300 GB cap. There is no other competitor in cable internet in my area.

[Ticket: # 622699 - Comcast Broadband Cap](#)

Date: 10/30/2015 10:25:37 AM

Received via: Internet

City/State/Zip: Plainfield, Illinois 60544

Company Complaining About: Comcast

Description

Comcast intends on capping it's home internet packages to thwart those that are moving away from overpriced tv subscriptions in favor of streaming services.

Ticket: # 622714 - Full reimbursement for disruption in services

Date: 10/30/2015 10:29:58 AM

Received via: Internet

City/State/Zip: Clarksburg, Maryland 20871

Company Complaining About: Comcast

Description

Dear Sir,

I am a XFINITY Triple play customer of Comcast since last year. Prior to that the current engagement I have been a loyal customer of Comcast from 2008 until 2013.

I would appreciate if you could please intervene in my following billing issue with Comcast.

My all three services (TV+ internet + voice) are bundled and are in a contract with early termination fees. That means that if I decide to switch over to some other provider or even change the plan I will have to pay the termination fee.

I started experiencing problems with internet and voice services from June until October (approx.). Comcast technician came numerous times to fix the issues. Finally, we have better services now.

I contacted customer service for a reimbursement for the time period I experienced disruption in the service. The customer service gave me a credit only for the Internet and voice for the affected period. They mentioned that since TV was not an issue they cannot reimburse the service charge.

I am not satisfied with this partial reimbursement because I am enrolled into a bundle pricing for the services. During the disruption period if I had decided to switch to some other provider or drop internet and voice then I would have been contractually liable for an early termination fee.

The contract should be applicable for from both parties. That means if I am paying a bundled pricing (\$160+) I must get a bundled reimbursement as well.

Therefore, I would request you to please look into this matter and provide me full reimbursement for the affected period (for example $\$160 * 5 = \800 approximate).

You may subtract already reimbursed amounts.

I shall highly appreciate your fast action on this.

Thanks and regards,

(b) (6)

Account Details:

(b) (6)

Home: (b) (6), Clarksburg, MD - 208713.1234

Thanks with regards,

(b) (6)

Phone #: (b) (6)

Ticket: # 622817 - Erronous Billing**Date:** 10/30/2015 10:54:38 AM**Received via:** Internet**City/State/Zip:** Dania Beach, Florida 33004**Company Complaining About:** Comcast

Description

I have contacted concatenation on numerous occasions. In regards to poor signaling and services. I was suppose to have access to wireless all through the home. But that was not the case. I could only get connection by putting the modem on the bottom third step. In order to work upstairs. Any cause in regards to billing. I contacted them to disconnect the service. Some months back informed cs that at time no forwarding address. I received calls from collection in regards to modem. Ask the person what was my bill. Was informed that it would be 40.00. I contact them to re-connect service. And was told Bill is now 108.xx. Called customer service and not only am I transferred from English to Spanish. And placed on hold for over an hour. I still have no resolution on this astronomical bill. Request a supervisor and non are in existence. This is so unprofessional. How this company is ran. U work in the call center environment. And customer service is unacceptable. Any representative that answers the phone. Should be able to explain billing without excessive hold time. And cold transferring the call to different department. And the Spanish reps should be able to assist even if speak English. I'm sure there their for bilingual purposes. I wants some answers on this bogus bill. And some accurate answers and not the run around. You have the modem. Why is my bill not reflecting the 40.00 I was told.

Ticket: # 622876 - Comcast, Vancouver, WA

Date: 10/30/2015 11:09:29 AM

Received via: Internet

City/State/Zip: Woodland, Washington 98674

Company Complaining About: Comcast

Description

Without my knowledge or authorization, my email services were discontinued 10/22/2015 - 10/26/2015. 2 telephone calls to agents 10/25/2015 and 3 calls to agents 10/26/2015. Problem partially resolved 10/26/2015 late PM. Previously in June, 2015, the same company changed my telephone number without my knowledge. This company thinks they can do anything, anytime!

Ticket: # 622895 - Internet Essentials by Comcast

Date: 10/30/2015 11:15:05 AM

Received via: Internet

City/State/Zip: Rockville, Maryland 20853

Company Complaining About: Comcast

Description

Comcast offers a cheaper internet option for student who are currently in the free/reduced lunch program. They say you can apply even if you are a currently internet subscriber with them. That is a lie. Why would you want to do is cancel your internet service and wait 90 days to apply for the essentials program thus leaving children who need the internet without it for 3 months, going against the entire premise of the entire program to begin with. Comcast and Verizon are a monopoly in Montgomery county and something needs to change!

Ticket: # 622973 - Comcast

Date: 10/30/2015 11:39:50 AM

Received via: Internet

City/State/Zip: Greenwood, Indiana 46143

Company Complaining About: Comcast

Description

I have been with Comcast for two years. This billing month is the new contract. Comcast is adding 49.16 cents from last months billing. I was billed 144.00. I was told not to pay 144.00. I was told to pay 94.56. This is currently my promotion agreement. Now they tell me I owe 127.22. When Comcast was regulated they were problematic and now they are then times worse. I cannot take unethical companies. This is outrageous. I want my billing to be accurate. Every month my billing is wrong. I have to have a phone. When the TV goes out then the internet goes out and then my phone goes out. I had to use my cellphone to dial 911 and they did not have my address. I want my service to work and I want the rate that I was promised.

Ticket: # 623014 - Slow speeds/ excessive buffering

Date: 10/30/2015 11:57:10 AM

Received via: Internet

City/State/Zip: Conley, Georgia 30288

Company Complaining About: Comcast

Description

I work from home and have Xfinity (supposed to be) Extreme. I pay for the additional speed because I work from home, need a strong signal and there may be more than three items using signal at any given time. When the speed buffers or the internet fails all together I have to use vacation time or sick leave. I am losing money because service goes down sporadically and sometimes for long periods of time. I have spoken with xfinity several times and they "fix" the problem but it's really just a bandaid. What is being advertised and what I am receiving with regard to internet speed and strength are not a match, not even close.

Ticket: # 623038 - Internet speeds

Date: 10/30/2015 12:04:21 PM

Received via: Internet

City/State/Zip: Cordova, Tennessee 38018

Company Complaining About: Comcast

Description

I have made multiple calls in an attempt to fix the speeds that I am paying for. I am paying for 100+ MB download and more often than not getting less than 20MB download. In fact one of the times that I called and was trying to explain my concerns, I was hung up on.

Ticket: # 623244 - Charges for internet Cap in a "trail area"

Date: 10/30/2015 1:08:17 PM

Received via: Internet

City/State/Zip: Tucson, Arizona 85742

Company Complaining About: Comcast

Description

Comcast is charging for internet over usage caps in their "trial area". We have been a "test market" for several years now. They are only able to do this because there is no other cable option for internet in the areas. Comcast is taking advantage of their monopoly.

We went "over" the usage limit last month for the first time and it was only supposed to be \$10 more, but our bill almost doubled, I am not sure how they are metering data usage but it doesn't seem so accurate.

Ticket: # 623363 - Comcast issuing data caps on broadband internet

Date: 10/30/2015 1:45:28 PM

Received via: Internet

City/State/Zip: Orem, Utah 84057

Company Complaining About: Comcast

Description

It is inexcusable that Comcast would be allowed to roll out this kind of consumer gouging practice. They have been allowed to partake in large regional monopolies (which is a massive problem already) where most people do not have any other choices of ISP's. The FCC needs to step in and ban this absurd idea of placing monthly data limits on consumers. Hell, they cannot even claim that this will help with pipe congestion as the monthly total of data used has ZERO bearing on how much data is streaming through a pipe at any given time.

Ticket: # 623392 - Comcast/Xfinity 300GB Data Usage Cap**Date:** 10/30/2015 1:55:06 PM**Received via:** Internet**City/State/Zip:** Douglasville, Georgia 30135**Company Complaining About:** Comcast

Description

I have used Comcast internet service for almost a decade. When I signed up, I paid and agreed to receive unlimited internet access with no additional charges. Recently, Comcast has implemented their 300gb data cap which has severely limited my internet access. I've already surpassed the limit twice and am 13gb away from going over for this month too (and this is with big cutbacks to my internet use to try to avoid doing so). Although Comcast claims that very few users go over the 300gb cap, reports indicate this number to actually include almost 2 million households and is likely to double in the next year with increasing quality (bandwidth) required of streaming media. As a teacher who uses the internet regularly to access educational videos and content, this is simply unacceptable. Moreover, I already pay extra to receive one of Comcast's top-tier internet speeds (Blast service) and should not be unrealistically held to the same data cap requirements as others with much slower internet speeds, as I will always more likely reach the cap before others. This cap is highly unrealistic and is simply an attempt to squeeze extra money out of consumers who received unlimited data for many years prior. Please help.

Ticket: # 623413 - Comcast Data Caps

Date: 10/30/2015 1:57:07 PM

Received via: Internet

City/State/Zip: Sandy, Utah 84070

Company Complaining About: Comcast

Description

Comcast is rolling out data caps on their already established infrastructure in order to discourage people from streaming movies and media. They are doing this in order to anticompetitively force people to purchase their cable service by instilling fear of overage fees (that in reality cost Comcast almost no extra variable cost to host). This is an attempt by Comcast to use their monopolistic position to raise the barriers of entry to the market for competitors by charging fees aimed to discourage media streamers from using a competitors service instead of Comcast. Please stop this by deeming it illegal in all of their regions.

Ticket: # 623480 - Comcast Data Caps

Date: 10/30/2015 2:13:01 PM

Received via: Internet

City/State/Zip: Knoxville, Tennessee 37777

Company Complaining About: Comcast

Description

I live in an area that is under Comcasts data cap "trial" plan and am very unhappy with my service. Comcast is a terrible company to do business with as they have already tried to increase my bill without adding better service. They have now rolled out these caps which are completely unrealistic as new internet services and technologies grow.

I have no real options other than Comcast and now and being throttled with caps. I see this as a monopolistic and predatory practice.

Please investigate the operations of this company and put an end to their counterproductive practices

.

Thank you,

(b) (6)

Ticket: # 623494 - Comcast Data Cap & Overage Fees

Date: 10/30/2015 2:17:54 PM

Received via: Internet

City/State/Zip: Roswell, Georgia 30076

Company Complaining About: Comcast

Description

I have a few complaints about Comcast:

1. Original misleading information about their services (e.g., unlimited internet).
2. Comcast calls the cap and overage fees a trial. So, I am FORCED into a data cap trial with no "free" option to opt-out.
3. Comcast has inexplicable variable and unfair pricing practices regarding internet service and data usage.

First, before I discuss my 3 complaints, I want to address terminology.

In a filing to the New York Public Service Commission in 2014, the company said the following regarding its data caps:

"Comcast does not have 'data caps' today... Comcast announced almost two years ago that it was suspending enforcement of its prior 250GB excessive usage cap and that it would instead be trialing different pricing and packaging options to evaluate options for subscribers—options that reflect evolving Internet usage and that are based on the desire to provide flexible consumption plans, including a plan that enables customers who want to use more data the option to pay more to do so as well as a plan for those who use less data the option to save some money."

A. Semantics

Comcast has data caps. Call it what you like, Comcast will pester you when you go over a certain limit and refers to any money paid after that limit as an "overage fee." Any other industry would refer to this as a cap. Instead, they use a different term: options. For the purposes of this complaint, I will be using the term cap to refer to the option.

B. The caps do not reflect "evolving internet usage." In Atlanta, there are no data caps that adapt to the speeds or usage of the user. The 300GB cap that applies to someone with a 15Mbps connection applies to one with a 105Mbps connection. Furthermore, Comcast's gigabit service it intends to roll out will have no caps at all. If a data cap plan reflects "evolving internet usage," users should expect higher caps for faster speeds.

C. There are no options. Only fees. Customers who want to use more data do not have any optional plans to choose from. Even mobile companies offer options and levels for consumption based usage. Comcast's claim that users can "choose" to pay more to use more data is more like an ultimatum. Between the nag screens and complete lack of transparency regarding the data caps at sign up, the only really option a user has is to pay up or stop using their internet.

D. Plans for users who use less data are pure extortion. The idea that Comcast thinks these aren't data caps is insane enough, but the "Flexible Data Option" is pure extortion. It values 295GB of data at \$0.02 per GB to reduce their cap, then charges a user \$1 per GB for every one they go over.

As I mentioned, I have three specific complaints about Comcast.

1. Original misleading information about their services (e.g., unlimited internet).

I became a customer of Comcast on 11/26/2013, after discovering that I could not sign-up with any other companies for broadband service at the speeds that I needed for my family. On December 1, 2013, Comcast moved to usage-based pricing after I signed up for "unlimited" internet. To me, this is a slight-of-hand trick whereby I was promised one thing and receive another. My first email to this end was on 7/27/2014. So after I purchased "unlimited" internet, I now am forced to pay overage fees. I have exceeded my internet usage for the following months: 7/2015 (\$20), 9/2015 (\$50), 10/2015 (\$20) totaling \$90, an entire month's worth of services. So, now, I am essentially being charged for exceeding my internet usage cap.

Today, I have the option to get the Unlimited Data Option for an ADDITIONAL amount of money, and no one at Comcast, even when I called, ever mentioned it in my phone calls to them complaining about the internet restrictions. I, however, do not have any documentation as I did not feel that it was required at the time since they said only 1,000 people or < 1% of customers exceed the 300MB threshold, which is a hoax because Comcast knows that the internet usage is only going to increase, and I am certain that their business intelligence data corroborates that conclusion. To me, it is false advertisement, poor customer service, and misinformation. There is no grandfathering of existing customers. There is no true option to opt-out.

2. I am FORCED into a data cap trial with no "free" option to opt-out.

Comcast's data caps are called "trials." Trials should have a free opt-out option (and ethically I believe they should have an opt-in option), which Comcast did/does not. I do not believe this needs to be explained, but let me illustrate this from the medical world. In most medical cases, when a patient volunteers for and enrolls in a clinical trial, the study sponsor provides the new treatment at NO cost and pays for any special tests, procedures, or extra doctor visits. Some sponsors may pay for more; for example, offer to pay you back for travel time and mileage. This is definitely not happening here!

3. Variable and unfair pricing practices regarding internet service and data usage.

a. Internet Service

Comcast refuses to lower my overall price of service when I called to have them remove cable television from my service package. I was "forced" into taking a package initially when I signed up for internet service that included HBO subscription despite expressing that I ONLY wanted Internet service. I did not want to have HBO as an option because I am a conservative family and did not wish to expose HBO programming to my family. However, to remove HBO and get ONLY the internet, the price would have been more, substantially more. Due to the obvious price difference, I took the HBO Internet package reluctantly and rarely watch HBO. When chatting with one agent (10/29/2015), I was told of a new promotion where I could add additional cable channels and maintain the same internet speed for the same price. When I inquired to have them just increase my internet speed or give me unlimited data that I was originally promised, I was told, "As comcast (sic) is providing 300 GB with 50 GB additional monthly. There is n[o] (sic) plan includes unlimited access on monthly basis."

In a normal, non-monopolistic world (like fast food), a combo of a sandwich (\$4 individually) and drink (\$2 individually) would be offered for \$5 as an incentive to get both and save a bit of money. In Comcast's world, if I were buying lunch I'd pay 5 dollars for a sandwich and a drink, but 20 dollars for just the sandwich or just the drink in order to force us in a financial sense into choosing the combo even if I weren't thirsty for the drink and wanted to save money by not buying one.

b. Data Usage

i. Cost per GB

If Comcast wants to charge me for data overage and if we're going to pay by the gigabyte (GB), we have to know how much that gigabyte is worth, and it should be consistent. According to Comcast's own data cap trials, there is no consistency. The cost of a GB ranges from \$0.02/GB - \$1.00/GB.

1. Default Packaged GB Cost: \$0.233167/GB - \$0.283167/GB

Based on the 300 GB package at my rate (69.95/mo; normally \$84.95/mo), the cost per GB is approximately a quarter (\$0.25).

2. Default Overage Fee Cost: \$0.20/GB

Under the normal data cap plan, I get an allotment of 300GB of data. If I go over that cap, I will be charged \$10 per 50GB. That comes out to roughly \$0.20 per GB. This raises the question, why can I not get a plan that only costs \$60/mo?

3. Flexible Data Option Reduction Cost: \$0.02/GB

However, let's say I wanted to save money and use the Flexible Data Option. I sacrifice 295GB (or 98.3% of my monthly allotment) to bring my cap down to 5GB. That will net me a savings of \$5. If we use this as a metric for how much Comcast values 1GB of data, the price comes down to less than \$0.02 per GB.

4. Flexible Data Option Overage Fee Cost: \$1.00/GB

If I take the Flexible Data Option plan and go over, I do not get data in 50GB increments like the normal plans. Instead, I can get more data at the rate of \$1 per GB. That is a 4900% increase over the reduction value per GB!

5. Conclusion

Even within the same market of Atlanta, Comcast can't decide how much 1GB of data is worth. Really, in my opinion that is what the trial is really about: how much can Comcast get away with charging for per GB. When it's charging me for going over my cap, that cost is anywhere from \$0.20/GB to \$1.00/GB. When I'm giving it up, however, 1GB costs ONLY \$0.02. That is either a 900% increase (from \$0.02 to \$0.20) or a 1,400% increase (\$0.02 to \$1). The pricing, much like the caps themselves, are wildly arbitrary. No one can't even blame the variance on experimenting with different models, because all of the above prices apply to the same market. This also speaks directly to the notion that the arbitrary cap is a business decision to improve their profits, not an engineering one or one out of necessity, without any regard to their customers. Does Comcast really Care? Apparently only about their profit to an absurdity. Of course businesses exist to make a profit, but these margins (900-1,400%) is beyond reasonable. Comcast's own engineers even agree that the cost structure has no founding or basis on engineering rationale (see image attachment).

ii. Non-communicated, inconsistent application of fees

Furthermore, Comcast notified me on 11/24/2014, "Effective 1/1/2015, Comcast has itemized a Regional Sports Fee of \$1.00 per month (excluding applicable taxes and fees) for customers receiving Expanded Basic/Digital Starter service tiers and above to offset rising costs of distributing regional sports networks. Digital Adapter Additional Outlet service fee will increase from \$1.99 to \$2.99 per month and Voice/Data modems will increase from \$9 to \$10 per month. However, we will waive these fee changes for current customers until 6/1/2015." However, on 4/24/2015, I received

additional charges and my modem charge increased (not on 6/1/2015 as previously notified). The bill states: "Effective 04/23/15, Modem Lease at a monthly rate of \$9.00 was removed from your account. Modem Rental at a monthly rate of \$10.00 was added to your account." When I called to complain, they just said that it was increased. Now, I personally believe that this regional sports fee being applied to internet services is ridiculous, and customers did not receive additional information as to why that sports fee applied to internet services.

Finally, when I complained and complained about this these past couple of days, I was promised the Unlimited Data Option for free (see chat transcript) and I would need to contact Data Security. In my several attempts to achieve this, I have been told iteratively that this is not possible.

Ticket: # 623580 - Comcast Capped Usage Plan

Date: 10/30/2015 2:49:21 PM

Received via: Internet

City/State/Zip: Atlanta, Georgia 30308

Company Complaining About: Comcast

Description

I have a capped usage plan provided by comcast, from which there is no reasonably priced option to opt-out of this program in my area. With a limit of 300GB per month, my household of two individuals in their late twenties are being harmed by this wholly artificial limit.

We love to use such popular services as Netflix, Hulu, and Youtube for our entertainment, but generally find that Comcast's actions often cause us to have to reevaluate our entertainment choices. Particularly at the end of the month, when we find our connection basically useless as we cannot justify the exorbitant price of additional data once the cap is exceeded.

When contacted, Comcast representatives shrug off our complaints about this issue and recommend to us that we instead sign up for a cable TV package, or utilize one of their on-demand/streaming services which aren't counted in our bandwidth allotment. This is obviously anticompetitive behavior designed to bolster their subscriber numbers for their cable TV packages and to increase their profits by making bandwidth only apply to outside parties.

The FCC recently stood up against the Telcos in support of Net Neutrality in favor of the consumer. This behavior by Comcast (and I'm sure by many other ISPs across the nation) is just as despicable and deserves to be monitored and regulated. Regulating against caps will force the ISPs to honestly provide the services they advertise, force investment and innovation into the improvement of our national telecom infrastructure, and prevent the stifling of innovative and novel web-based applications that may require large bandwidth costs (which would be too data-costly to be widely adopted if consumers connections have this artificial cap).

As the regulating body for these powerful corporations, the FCC must step in and shut down these practices before consumers become complacent, corporations stop investing into our infrastructure, and the internet as a whole suffers for it.

Ticket: # 623585 - Unfair Billing Practices

Date: 10/30/2015 2:49:52 PM

Received via: Internet

City/State/Zip: Portland, Oregon 97203

Company Complaining About: Comcast

Description

Comcast regularly tries to charge me for items on my bill that I have never been informed of or agreed to. The most recent is for a vague "speed increase," of which I can find no evidence, and was not made aware of. They have also on numerous occasions tried to charge me for a modem which I never bought from them. I would love to change companies permanently but there are no remotely comparable providers available at my residence.

Ticket: # 623663 - Comcast data Cap

Date: 10/30/2015 3:09:58 PM

Received via: Internet

City/State/Zip: Miami, Florida 33157

Company Complaining About: Comcast

Description

Comcast decided to cap our data usage to a ridiculous 300 GB per month. There is very little competition and no one offers a similar service. AT&T which is the closest does not offer speeds that come even close to what Comcast offers and Comcast knows that. They have a monopoly of the market and have very little concern for their customers. I decided a year ago to cut on the cable service because it was too expensive and offered little I would enjoy so I downgraded to the basic cable and instead started using Netflix. Now they want me to pay \$10 for any additional 50 GB of usage. There was no warning, no consult with the costumers, they just shoved it down our throat. I also read that they are not doing it every where but just in certain markets. That is not fair for those that are trying to make a living in this hard economy.

Ticket: # 623771 - No Show

Date: 10/30/2015 3:46:04 PM

Received via: Internet

City/State/Zip: Philadelphia, Pennsylvania 19144

Company Complaining About: Comcast

Description

I have been have internet issues since I purchased the internet in Philadelphia over 2 years ago. I have informed Comcast numerous times. I was advised to purchase a different router from Comcast technician Marvin Gaye Sr. Tech number 3066 when he came to my residence. He told me to purchase the router and would come install himself. After I purchased the device I have been no showed by him twice.

This is after I have been trying to get this issue resolved with Comcast for months.

Ticket: # 623807 - Public Presidential Debates being behind Pay Wall - no subscription no watch

Date: 10/30/2015 3:55:49 PM

Received via: Internet

City/State/Zip: Duluth, Georgia 30096

Company Complaining About: Comcast

Description

This is an Outrage!

Public Candidate Presidential Debates should not be behind a Pay Wall!!!

These people are Publicly running for President. Yet all the Debates so far, except 1 you have to have a cable subscription for the network hosting the debate in order to watch it. This is probably Unconstitutional and Illegal and needs to be stopped now!!!

Stop this and force them to make them Public like they are supposed to be in the first place!

They are running for Public Office and the Debates Should Be Public.

Ticket: # 623847 - Comcast data caps

Date: 10/30/2015 4:06:52 PM

Received via: Internet

City/State/Zip: Lilburn, Georgia 30047

Company Complaining About: Comcast

Description

Comcast is purposely implementing data caps in markets where there is no competition or no broadband alternative. How is this fair? That's price gouging!

Ticket: # 623887 - Data caps

Date: 10/30/2015 4:18:34 PM

Received via: Internet

City/State/Zip: Kennesaw, Georgia 30144

Company Complaining About: Comcast

Description

Hit the data cap every month and Bill continues to rise. Was told that it was temporary but is seeming to not be the case. Cannot switch providers because of multi house dwelling.

Ticket: # 623970 - Comcast 300GB Bandwidth Limit

Date: 10/30/2015 4:46:48 PM

Received via: Internet

City/State/Zip: Margate, Florida 33063

Company Complaining About: Comcast

Description

Comcast has imposed a "Data Cap" on our internet service, in which we must pay additional after exceeding 300GB of bandwidth in one month on a 75MB connection.

I spoke with several Comcast representatives, and they are unable to provide a breakdown of the traffic. In addition, the claim of how much data we've used is higher than what my router logs show. They're going to charge us extra but are unable to show, in detail, how the bandwidth was used? From a technical standpoint, if they're using QoS (Quality of Service) tools to monitor the amount of traffic used, the ability exists to determine the destination (i.e., Skype, Netflix, Hulu) and the type of traffic (i.e., streaming media, video chat, direct downloads, windows updates).

When we signed up with Comcast, the bandwidth limitation was not in place. 300GB is not sufficient in a world that's dominated by streaming media options such as Netflix and Hulu, and video chat services such as Skype. Had we known there was going to be a bandwidth limitation or an additional fee, we would have not gone with Comcast. Unfortunately for us, we've already purchased internet equipment that is specific to cable internet providers - of which, Comcast is the only one available in our area.

There are only 3 people in our household, and we are not excessive users. What Comcast is doing with this bandwidth limitation is wrong, and should be corrected.

Thank you for your time.

Ticket: # 624065 - Comcast Complaint #2**Date:** 10/30/2015 5:35:19 PM**Received via:** Internet**City/State/Zip:** Ladson, South Carolina 29456**Company Complaining About:** Comcast

Description

This is my second complaint against Comcast. I filed one against them already for raising my bill without notice, billing me in error, and poor customer service. I received a few messages from them to follow up on the complaint, however, when I returned the messages, I could never get anyone to get back to me. I returned a number of messages and left messages of my own and could never get anyone to talk to me.

The last time I spoke with anyone at Comcast at all about this account, I ended my service, and the rep told me I would need to pay nearly \$100 for their modem...I said, "I will not. I have never had a modem from Comcast. I bought my own from Walmart, and have the modem and its receipt right here. Wow, not only do you want to bill me for money I don't owe for monthly service, you want to bill me for equipment I never had? How does Comcast stay in business?"

Finally, I never resolved my issues with this company. After I cancelled, and received a voicemail back from one representative confirming so this past February, the company continued to bill us for monthly service for several more months although we'd already cancelled, already switched to Dish Internet via satellite. Comcast took a \$19.95/mo service arrangement with us and managed to run it up several hundred dollars in wrongful Internet data usage charges, then continued months after cancellation. When they were done, they placed it in collection and on my credit, which has damaged my credit rating and caused me difficulty. I want to get this matter resolved with Comcast once and for all.

Ticket: # 624132 - comcast should not limit access to the Internet

Date: 10/30/2015 6:03:12 PM

Received via: Internet

City/State/Zip: Fort Lauderdale, Florida 33316

Company Complaining About: Comcast

Description

please stop Comcast from capping internet data. I need the Internet for work. This is completely unfair and unjustified. Stop these greedy monsters!!! You know this isn't right and NOBODY benefits from it no matter what Comcast says.

Ticket: # 624151 - Comcast Data Cap

Date: 10/30/2015 6:09:11 PM

Received via: Internet

City/State/Zip: Cutler Bay, Florida 33189

Company Complaining About: Comcast

Description

I think setting a 300GB data usage cap is outrageous, and even more outrageous that they expect me to pay an extra \$30 a month just to use the internet the way I normally use it.

Ticket: # 624160 - Billing and Setup of Account**Date:** 10/30/2015 6:14:18 PM**Received via:** Internet**City/State/Zip:** Boston, Massachusetts 02128**Company Complaining About:** Comcast

Description

When I moved to my new apartment, I had to call Comcast at least 10 times and spend over 8 cumulative hours on the phone being lied to, given a run around, forced to drive around Boston to no end. Eventually, after about a week with no service, someone was able to come out and install service which entailed fixing something on the exterior of the building (which Comcast is responsible for, this is not something a tenant could have access to), and leaving. No modem setup, no TV setup, yet I was charged the full boat for setup despite having been told several times I would not be (although over my many calls I had received a different answer each time). It was a nice slap in the face after I had dealt with their less than stellar customer service for the week. Par for the course when you only have one cable provider option, really.

Ticket: # 624169 - Data Cap

Date: 10/30/2015 6:16:16 PM

Received via: Internet

City/State/Zip: Hialeah, Florida 33018

Company Complaining About: Comcast

Description

I have been issued a Data Cap by my ISP after being ensured that I was going to have unlimited internet for 12 months. We were going to get an Internet plan with 50MBPS Download Speed after moving into my new home, but they gave us a plan of 120 MBPS instead after committing a severe infraction in the property that I rent. We almost got kicked out of our home because of an illegal hole that the technician drilled on the side of our home. Comcast promised us that we would have this new plan of UNLIMITED Internet of 120MBPS for the inconvenience that they caused us. We use a lot of data in our household with over 8 devices connected to the Internet varying from gaming consoles to smartphones. Comcast recently implemented a 300 GB data cap and we never fail to go over this cap and have to pay extra. They caused us a major inconvenience and are now forcing more money out of our pocket and into their's. I would like Comcast to provide me with Unlimited Internet without charging me the \$30 extra dollars that I don't have every month. Thank you.

Ticket: # 624176 - Billing Failure of Comcast

Date: 10/30/2015 6:20:51 PM

Received via: Internet

City/State/Zip: Carmichael, California 95608

Company Complaining About: Comcast

Description

Hello,

I signed up for Comcast. Salesman told me that I would pay \$39.99 a month, for month to month service with free setup and no monthly modem fee. Also, after telling me my social security number was required, he called me back later when I didn't sign up saying that it was not required since he could enter an invalid social security number. First bill came in with \$25.00 setup fee and a \$10 a month modem fee. I canceled my service after this. After canceling my service, I received a letter claiming that Comcast wanted a deposit, or my social security information to provide service. Internet was also spotty with streaming. My wife returned the rented equipment today. I have an email record with the salesman if needed.

Ticket: # 624201 - Absurdly high technician fees, when the issue should have been solved over the phone.

Date: 10/30/2015 6:31:18 PM

Received via: Internet

City/State/Zip: Newcastle, Washington 98056

Company Complaining About: Comcast

Description

After an area-wide outage, my internet speed was significantly slower than normal. I contacted online chat support about it, and the first support agent directed me to do something that disconnected me from the chat and ended the chat. The second agent directed me to do the same, which I refused to do, as I had already done so. They then said they were going to "send the signal", and before I could ask what that meant, they did something on their end, and my internet went out (permanently this time).

I called in, and they said they couldn't contact my modem, despite it having worked before the outage and before they did something on their end. The manager I spoke with refused to work with me, saying I could buy a new modem or pay for a tech to come out, and wouldn't do anything else. I had another modem on hand, so tried it, but it didn't work, so I was forced to have a technician come out.

When the technician came out, he couldn't find anything wrong, but was able to inform me that the backup modem I had tried wouldn't work on their network anyway (which the call support had failed to tell me, necessitating the tech visit over just buying a new modem). The modem logs also indicated an issue on the network, instead of an issue with the modem.

Now Comcast is trying to charge me \$70 (an amount equal to my normal monthly bill) for this unnecessary technician call, on top of what I already paid for a replacement modem (though I seriously doubt my old one was actually broken, when it "magically" stopped working at the same moment their support said they were "sending a signal"). The technician visited for a short while, then sat in his truck outside my house for at least an hour (I had to leave, so it may have been longer).

Ticket: # 624219 - Comcast Xfinity Usage Caps

Date: 10/30/2015 6:38:58 PM

Received via: Internet

City/State/Zip: Miami, Florida 33173

Company Complaining About: Comcast

Description

I already pay \$211.78 every month for use of the internet with Comcast Xfinity and I work from home. Now, I will have to pay \$30 more beyond this extravagant price in order to not be charged overages every month? This is absurd and should not be in effect.

Ticket: # 624226 - We need more competition in the ISP market

Date: 10/30/2015 6:43:46 PM

Received via: Internet

City/State/Zip: Hanford, California 93230

Company Complaining About: Comcast

Description

With only Comcast and AT&T to choose from as viable high-speed ISPs in most areas, citizens are left to choose between 2 near-monopolies. The customers are suffering for it, and I personally am quite tired of it.

Ticket: # 624239 - Internet

Date: 10/30/2015 6:51:28 PM

Received via: Internet

City/State/Zip: Bellevue, Washington 98007

Company Complaining About: Comcast

Description

Comcast has charged me \$170 for a tech to come out and monthly service. They said in the beginning of September after the tech was done that they would wave the tech fee as well as the prior month and next as a courtesy. Of course that never happened automatically like they said and I got my bill. I called in and the lady said the only notes were about sending it to their supervisor, nothing about waving any fees or monthly dues. Then proceeded to tell me I already received a credit in August, which was for the month prior to that. I've had multiple techs come out all year. One of them even told me it was because of the weather in the summer.. Then I write a letter to Comcast's Corporate office, a gentleman named Mark emailed me asking for a good time to call me. The next day he sent it again (I didn't check my email in a couple days). So I called and left a voicemail with my availability. He never called back. The last 2 weeks I have called 3-4 times leaving him voicemails with my availability. I have also emailed him a couple times. No response still, just like their call center, they never do what they say they are going to do. And then I end up with a bill that I have to pay for because nobody did their job correctly. I did they survey after my call in September because of what I was told. I requested todo the survey again when I called and talked to the lady that continued to speak over me and not let me speak to her supervisor the multiple times I asked. Never got the survey afterwards because they probably took me off so it wouldn't count against them. Mark N Executive Customer Relations west division, 1-888-966-7794 ext 3012001 M-F 9-6. Looking at my acct, he credited \$70 on 10/17 but left the other charges. I have now also been charged a late fee, a modem fee when the tech had said to try it for a month for free, a speed increase, and my monthly Internet fee has gone up from the promo I was on for a year that started January 2015. Total that they say I owe with all the extra fees now is \$171.89, when my bill should be 29.99 plus tax for a single month. They can charge all this extra stuff without even calling the customer back to get permission? Or even fix what was supposed to be done in the beginning of September? They just credit my acct what they think and don't call back even with multiple voicemails after the partial credit was put on my acct? This is not how business should be done, nor should I have all these extra fees.

My comcast acct number: (b) (6)

Escalation number: (b) (6)

Ticket: # 624279 - Comcast's data usage cap

Date: 10/30/2015 7:20:41 PM

Received via: Internet

City/State/Zip: Homestead, Florida 33032

Company Complaining About: Comcast

Description

It is unfair and should be against the law for a Comcast to just to just establish a monthly cap without asking the general public. The cap is set at 300GB with the increase of streaming service taking over the entertainment scene this cap can be exceeded easily. This is preposterous that now I will be charged extra for using a service as I usually do that I already paid for under contract.

[Ticket: # 624284 - Comcast data cap](#)

Date: 10/30/2015 7:24:29 PM

Received via: Internet

City/State/Zip: Key Largo, Florida 33037

Company Complaining About: Comcast

Description

The new data cap by Comcast is ridiculous. They are blatantly targeting customers for increased revenue with a form of entrapment. Please look into this it's rather disturbing that it's allowed.

Ticket: # 624286 - Comcast Data Caps

Date: 10/30/2015 7:30:21 PM

Received via: Internet

City/State/Zip: Miami, Florida 33167

Company Complaining About: Comcast

Description

I have been a telecommuter for years... This saves me on transportation costs and time! The new Comcast data caps are killing me! I reach their monthly data limits in the first 2 weeks of the month.... the cap is an artificial way of them increasing their bills. Please help stop this madness! Thank you!

Ticket: # 624298 - Comcast Internet Throttling and Bandwidth Caps**Date:** 10/30/2015 7:40:13 PM**Received via:** Internet**City/State/Zip:** Canton, Georgia 30115**Company Complaining About:** Comcast

Description

Me and my family are heavy users of the internet. It's why we switched to cable broadband back in 2006. Back then, capping home broadband, throttling it, these practices were unheard of. Now during regardless of the time of day, my promised 90mb/s broadband connection is lucky to see 20mb/s, and is most of the time even slower than that. This is of course, while Comcast continues to advertise being more than capable of providing their promised speeds "to all your devices, even at peak times." Add on top the fact that no other broadband provider is able to even enter my hometown of Canton, GA and the 300GB data/bandwidth cap and this is outright stupidity. No service provider should be allowed to do this, especially when it's obvious the limitations are being imposed simply to weigh down the pockets of some greedy executives in Comcast's HQ.

Ticket: # 624306 - Data caps hurt working class people and the Internet economy

Date: 10/30/2015 7:48:54 PM

Received via: Internet

City/State/Zip: Nashville, Tennessee 37206

Company Complaining About: Comcast

Description

Please help protect working families by making data caps illegal. The new landscape of our economy must include data usage leniency or people will be forced to pay increasingly higher premiums to participate in the Internet economy or be resigned to participate less. This is the equivalent of asking people to pay a fee for walking too long down Main Street 50 years ago. This hurts people who rely on the Internet economy, not Internet providers who are looking to exploit working people. Thanks.

Ticket: # 624309 - no show for service

Date: 10/30/2015 7:50:25 PM

Received via: Internet

City/State/Zip: Lake Villa, Illinois 60046

Company Complaining About: Comcast

Description

Had appointment at 10 am to noon, took off work. They did not show or called. When I called was told he came by and no one was home. My wife was home and waiting. They told me he would be there by 3pm. No show and no call again. Called again and was told I would get a call within 30 minutes. No call again.

Ticket: # 624325 - Data Caps

Date: 10/30/2015 8:01:52 PM

Received via: Internet

City/State/Zip: Murfreesboro, Tennessee 37130

Company Complaining About: Comcast

Description

I am a user of Comcast go internet. On an average month I used to use nearly 600-700gb of data. They now have a data cap, which was never told to me, at 300gb and charge more after this. This is absolutely ridiculous and they will do nothing except charge overages for it. Home internet should not have a data cap on it. It is designed for streaming and high usage. I hit 300gb in 1 week. That's unfair.

Ticket: # 624358 - Comcast billing me for 150mbps but only getting 30mbps

Date: 10/30/2015 8:25:03 PM

Received via: Internet

City/State/Zip: Baltimore, Maryland 21231

Company Complaining About: Comcast

Description

I contacted comcast earlier this week because I bought my own cable modem. They told me that only internet support (which is who I called) could make the change. I was told they would call me back. I never received a call.

I was since able to figure out how to do it myself after a couple hours of internet research.

After that I asked to get my internet speed upgraded to 150mbps. They accepted my request and sent me confirmation. I contacted their support via chat and was told it was "in a work order". Doing this for a living, I know it's a matter of a new config being sent to the cable modem. I asked when I could expect it to be done. The representative then stated that he would send the correct config to my modem. After a few minute he told me that I needed to call another number because the ability to do it was locked. I've already been on hold for over 15 minutes on that number.

Baltimore City has no options as far as broadband is concerned other than Comcast. They know this. What should be as easy as sending the config to my modem is now hours of work.

Ticket: # 624365 - Unfair Data Caps

Date: 10/30/2015 8:29:01 PM

Received via: Internet

City/State/Zip: Fort Lauderdale, Florida 33305-1802

Company Complaining About: Comcast

Description

Comcast has recently imposed a data cap on their networks in my area (South Florida) and is charging an extra \$30/month to go back to unlimited. I'm complaining because to me this is a very unfair practice.

Ticket: # 624374 - Data Caps on ISP

Date: 10/30/2015 8:37:34 PM

Received via: Internet

City/State/Zip: Madison, Mississippi 39110

Company Complaining About: Comcast

Description

Comcast has imposed a data cap for customers and the charge included for going over is unfair to customers for whom they "care" about. They have implemented this trial market without the option to opt out. What's the point in advertising such high speeds but implement such a small data cap. Honestly, there should not be data caps...its 2015. The tax payers have paid for them to upgrade their networks to comply with an ever increasing tech market of website streaming and sharing.

Something needs to be done about data caps for all ISPs that impose them on home internet, not just Comcast.

Ticket: # 624378 - Comcast High Speed Caps

Date: 10/30/2015 8:38:08 PM

Received via: Internet

City/State/Zip: Atlanta, Georgia 30363

Company Complaining About: Comcast

Description

Comcast has been punishing our account with Cap overages, we have 3 people that live under one household and our overages happen after 300 GB, and they charge \$10 for every 50 GB after. The biggest issue is that I've started tracking our usage with my router, and counting the data packets that go through (we are not hard wired) and they do not match at all with what Comcast is claiming!!!

One month they said we used 700GB which results in 8 50GB overages x \$10 = \$80 extra, our entire bill without overages is only \$90!!!! That's almost double. There's no accountability here, we're screwed at their mercy and they do not offer any unlimited packages without signing up for a business contract. They should not be selling tiered speed and then capping it. What's the point of a 300Mb/s connection when you'll be easily able to hit your cap in one day.

This is punishing people like myself and my roommates; whom normally stream all our shows and also have Video games online, stream music, use smartphones. I have a cap on my phone and now I have one at home? The internet just feels handcuffed ... I can't even buy a video game on the playstation network because it's a 60GB file which is over 1/6th of my cap... I buy 6 games I'm screwed.

This practice should be made illegal and I have no other options. Please help all of us FCC -- you're literally our ONLY HOPE! Please stand up for the people and kill this terrible terrible (clearly money grabbing) habit!

Also, we have really no other options. It's like a 3mb/s AT&T u-verse which is basically not an option, those speeds are terrible slow. Please force competition or force them to provide unlimited options.

Ticket: # 624387 - Comcast Data Usage

Date: 10/30/2015 8:46:17 PM

Received via: Internet

City/State/Zip: Cumming, Georgia 30041

Company Complaining About: Comcast

Description

Comcast puts in an artificial cap of 300MB per month and doesn't bother notifying its customers until they go over. That is ridiculous. I recently switched plans to make Comcast my full service provider and never once was this provision discussed.

Ticket: # 624410 - Slow internet, lack of competition, very expensive

Date: 10/30/2015 9:06:19 PM

Received via: Internet

City/State/Zip: Amherst, Massachusetts 01002

Company Complaining About: Comcast

Description

I'm extremely dissatisfied with my Comcast service, and due to a lack of competition in my area I don't really have alternative options. My internet is supposed to be 25 gbps, but it is quite clear that I am not getting anything close to that; sometimes it is difficult to even load simple web pages like Amazon. (Interestingly, when I try to check the speed of my internet via websites like speedtest.net, it zooms; I'm pretty sure they're giving that traffic priority).

In return for this slow internet, they require me to pay them \$54 a month. It's pretty outrageous - but then again, it's monopoly pricing, so what should I expect?

With every passing moment, I feel more and more that the internet should be treated like electricity or water; a public utility, provided by a public, price-regulated monopoly. I realize that this is a local issue, but that's just my two-cents.

Also, if they introduce these data caps in my area, I swear I'm just going to give up on the internet altogether. I hate giving these people my money.

Ticket: # 624414 - Comcast imposing 300 GB bandwidth cap; deceitful false advertising

Date: 10/30/2015 9:09:47 PM

Received via: Internet

City/State/Zip: Coconut Creek, Florida 33073

Company Complaining About: Comcast

Description

When we signed up for Comcast's cable internet service and TV package, my wife specifically stated that she needed the fastest speed available, with no limits as we run a multimedia business, and have high bandwidth usage. We were assured that this was part of the plan, and that there should be no issue.

While we had no problems with our internet speed and usage for 4 months, our DVR had issues with recording shows, and repeated calls to Comcast did not resolve the issue. As a result, my wife began to use her Netflix and Hulu accounts more frequently, as she could watch her shows online. A technician was never sent to address the problem.

Today, we received a call and e-mail stating that we had exceeded our bandwidth cap (which we were assured we did not have), and that we would automatically be charged for the additional usage at \$10 per 50 GB. After calling Comcast and speaking with three different representatives, we were told that we had exceeded our cap every month since signing up (not true according to the Comcast usage meter; this was only our second time exceeding the cap; not fifth as was implied), and that we were warned numerous times (also false). Their usage meter also does not provide detailed statistics on daily usage, and we were verbally denied when we asked to see a detailed usage log; we were told that they do not track detailed usage information, which is completely false.

However, what is most alarming is Comcast's deceitful business tactics; I originally used their cable modem as it was included as part of the plan. However, after switching to a different cable modem, and tracking our internet bandwidth through my router, I discovered that Comcast's modem and online usage meter often inflate the usage; to the point of nearly doubling what we actually used! So in effect, we are paying for a service, and are only receiving half of what was promised and paid for.

Best regards,

(b) (6)

Ticket: # 624420 - Comcast data caps

Date: 10/30/2015 9:16:27 PM

Received via: Internet

City/State/Zip: Murfreesboro, Tennessee 37127

Company Complaining About: Comcast

Description

The 300 gb is ridiculous and is only setup to squeeze more money from consumers who are already paying a premium for a service that uses public infrastructure with little to no alternatives. Also think of it in two other ways:

- 1) What is this, AOL? Do we need CDs for 500 free minutes again? This is a major step backwards.
- 2) I can leave my HD TV on all day watching HD movies. That uses data too but Comcast does not say I only get 1000 minutes of TV each month. It should be the same for Internet. I pay for the pipe in. Let me use it when i need it. It not like we are burning coal for each GB I use. This is a made-up cap to simply get more money.

Ticket: # 624426 - Comcast Data caps are unacceptable!

Date: 10/30/2015 9:20:15 PM

Received via: Internet

City/State/Zip: Colorado Springs, Colorado 80916

Company Complaining About: Comcast

Description

I am not in an area with Comcast data caps, but have heard of it, and heard Comcast is planning to roll out data caps to the entire country. It is completely unacceptable! Since the Internet has been declared Title II, that should be no limitations to communication. And with today's day and age, the Internet has become the primary means of communication, even more so than phone lines! People communicate through email, video chat, or mass communication like YouTube videos. Shared videos and ideas are how millennial communicate, and Comcast is pretty much limiting a "public utility". This shouldn't be legal! Why don't we start limiting to 30 minutes of talk time a month while we're at it, and only 15 seconds of 911 calls? Please take action. We are already far behind most first world countries in terms of Internet, please don't let Comcast bring us back another 20 years!

Ticket: # 624452 - Comcast Internet Data Caps

Date: 10/30/2015 9:32:45 PM

Received via: Internet

City/State/Zip: Indianapolis, Indiana 46250

Company Complaining About: Comcast

Description

Comcast is implementing data caps on its internet service. In many areas, cable internet is the only possible provider of high speed internet access. This data cap stifles technological advancements in the private sector, discourages competition, and sets dangerous precedents allowing a private company to control a vital means of communication and commerce; the future of our country. Comcast is rolling out these data caps slowly nationwide, as to rely on the apathy of those unaffected for the moment. I am writing you to submit my complaint before this becomes a reality in my area.

Ticket: # 624454 - Comcast 300 GB data caps

Date: 10/30/2015 9:33:14 PM

Received via: Internet

City/State/Zip: San Rafael, California 94901

Company Complaining About: Comcast

Description

Hi there! I recently read an article (url posted below) on AP that brought up a very concerning detail about how more than 10% of customers are now being forced into a 300 Gb monthly limit and would have to pay an additional fee of \$30 to get "unlimited."

This is absurd and frankly, a pure economic move on Comcast's part, and I urge the FCC to please investigate this matter as soon as possible before it affects more Comcast customers like myself.

If I were affected, I would most certainly look into an alternate ISP, however I do not have the luxury of other high speed options. I currently pay for a 75 Mbps connection and my only other option is AT&T's Uverse, but their top speed is somewhere below 20-25 Mbps, which I cannot go down to especially when it's around the same cost. I am truly limited to my ISP and Comcast could impose this limit on me today and I'd have no choice but have to pay for the extra charge, because I know in certain months in the past I have gone over the limit.

And how do I know this? Well they already have the calculator setup to monitor usage. I shiver every time I see it thinking that it'll refresh and tell me I'm now capped.

Thank you FCC for leading the good fight like with net neutrality, and I beg you to please look into this before it affects more people in the US. I'm sorry for those who're having to go through this already to be quite frank.

Maybe it's Comcast who needs to improve their offerings, speeds, customer service, etc. before taking the easy route and just try to make up for one loss in revenue by creating unnecessary charges in the other.

Thank you so much for reading this!

(b)

<http://bigstory.ap.org/article/3eed82ff6ab848f294e621c7d21f9690/how-comcast-wants-meter-internet>

Ticket: # 624471 - Comcast Complaint

Date: 10/30/2015 9:51:15 PM

Received via: Internet

City/State/Zip: Westchester, Illinois 60154

Company Complaining About: Comcast

Description

Comcast is a monopoly and has instituted a data cap. Please allow competition or regulate Comcast so they don't charge exorbitant rates and put caps on service.

Ticket: # 624489 - Consumer services down, damage to property & personal items

Date: 10/30/2015 10:13:27 PM

Received via: Internet

City/State/Zip: Sandy Springs, Georgia 30328

Company Complaining About: Comcast

Description

I am victim of worst Comcast services and now also going through a big pain due to personal loss because of Comcast. I am looking for any quick help to resolve my case ASAP as I am tired of following up with Comcast customer service. I am feeling so helpless at this point and any help is much appreciated in my case. This is second time in a month Comcast has screwed me. Last month my services (cable & internet) were down for 5 days and this time 7 days. On top of it, while fixing the issue, the Comcast technician broke the water sprinkler in my flat on 26 Oct night, which resulted in flooding in my house. My laptop, spring mattress & other valuables were damaged along with the flat. Apartment maintenance team has been working since late night of 26 Oct to rectify the problems in my flat due to water logging. I reported the issue to Comcast and they have surveyed the damages to my flat and today I was told that Comcast will be settling the claim with Apartment owner and there is no mention of my personal item damages. Several Comcast technicians visited in these 7 days, messed it more and couldn't resolve the issue until the last Technician. I couldn't sleep for past few nights and could even go at work due to this. My flat is still in bad shape and personal items damaged due to Comcast. I need help immediately to compensate for all that I am going through past few days. Comcast is not giving me any clear response on how my damage claim will be settled and I am toggling between Apartment Manager & Comcast. I heard about Comcast bad service and have felt it now. How can any company behave so bad with their customers. The damaged mattress is still wet and water is leaking out of it. It's stinking and could lead to health hazards for me and my family. I discussed with Property Manager and going to throw it with their help. I have already taken photos of it for claim purpose. I need to clearly understand how will claim be settled for the damages that have happened to my personal items due to recent Comcast issues. I can't toggle between Comcast & Apartment owner/manager. I already had a lot of suffering due to Comcast and need to close it immediately.

I am providing here the request numbers raised so far and this illustrates the pain that I am going through for past 8-9 days due to Comcast. 1. ER:032508247 2. ER:032585839 3. ESL02194273 4. ER1:032555563 5. ESL02197127 Comcast Technician involved in the incident (Leon Tech#5102, Manager-Wayn Pindus) I will appreciate immediate help from you as I can't afford the pain any further.

Thanks (b) (6)

Comcast account# (b) (6)

Ticket: # 624499 - Comcast 'Data Cap'

Date: 10/30/2015 10:19:03 PM

Received via: Internet

City/State/Zip: Miami, Florida 33183

Company Complaining About: Comcast

Description

How is Comcast allowed to issue a cap on service when they're the only provider in my area?

Ticket: # 624505 - Not Receiving Internet Service

Date: 10/30/2015 10:26:09 PM

Received via: Internet

City/State/Zip: Pompano Beach, Florida 33069

Company Complaining About: Comcast

Description

I pay for Comcast Internet service. My service is off and has been for days. I have called 9 times, 3 online chats and many im messages with Comcast representatives. Some reps think it is funny to hang up when you get upset. I can't get a service tech for days. If I call to termination my contract I am threatened with "Early Termination Fees". Comcast is holding me hostage and making me pay for services I can't use. i have no television, no phone and no internet.

Ticket: # 624513 - Overage Cap Pricing

Date: 10/30/2015 10:35:09 PM

Received via: Internet

City/State/Zip: Pompano Beach, Florida 33069

Company Complaining About: Comcast

Description

Being charged extra for arbitrary data caps. Its absurd. My bill is going to go up more than 20 dollars a month and we're supposed to have net neutrality now. What gives? If comcast was able to make a profit before without charging for data caps, why are they allowed to impose some artificial cap now and scam my household out of money? Its a terrible precedent and it shouldn't exist. Also, they refuse to update my bill after cancelling a tv subscription, and returning my equipment and are going to charge me even more on my bill. I'm being charged for TV service when I HAVE NO TV SERVICE!

Ticket: # 624516 - Signed up for more expensive plan than requested and unable to get it rectified

Date: 10/30/2015 10:41:10 PM

Received via: Internet

City/State/Zip: North Plainfield, New Jersey 07060

Company Complaining About: Comcast

Description

Attempted to sign up for the Internet Pro Plus package for \$49.99 a month. Was told to contact the representative that covered my apartment complex and was assured that my bill would be approx \$49.99 a month. Talked to an agent over the phone as well and he assured me the same thing.

Signed up with the representative and my bill is now \$75 a month. Each person I talk to say they are unable to adjust the bill and promise a call back but do not follow through. Similarly I requested to talk with a supervisor and I was told I was to be called back later in the day which did not happen

Ticket: # 624521 - No competitors

Date: 10/30/2015 10:53:45 PM

Received via: Internet

City/State/Zip: Goose Creek, South Carolina 29445

Company Complaining About: Comcast

Description

Comcast is literally our only option. Also data caps that are exceeded every month because of the amount of people that need to share a single router.

[Ticket: # 572854 - Charged for data cap](#)

Date: 10/6/2015 12:34:23 PM

Received via: Internet

City/State/Zip: Hinesville, Georgia 31313

Company Complaining About: Xfinity

Description

COMCAST is charging for data cap for using services.