
Ticket: # 548470 - Comcast Home Internet Data Caps

Date: 9/24/2015 12:59:55 AM

Received via: Internet

City/State/Zip: Murfreesboro, Tennessee 37130

Company Complaining About: Comcast

Description

Hello I am writing this email today because I live in the middle Tennessee area, Murfreesboro specifically, and am having difficulties understanding how Comcast/Xfinity has justification for placing a data cap on home internet usage much like a mobile phone plan. In a time when so many are turning away from cable and moving to streaming services such as Netflix, Hulu, etc. I do not see how Comcast is allowed to change their plans to charge and target users that consume media in this form. The details of my home internet plan have been switched, without my approval or input, to a cap of 300GB per month with an additional automatic \$10 charge for every 50GB of data over that. In addition to this they offer a "data usage meter" online that simply tells you how much data you have used every month with no detailed statement as to the accuracy of it with no way to view where the data every month is being allocated, an example would be how much data is being used on Netflix or other streaming services. At the moment it simply says you've gone over without any real feedback to tell you exactly where the data was used and could potentially be used to fraud people into paying more for services as there is no way to dispute the data usage. While Comcast might say that a small number of users go over this data cap I would disagree and say they are intentionally targeting those people that consume their entertainment mainly from internet streaming services such as Netflix, Hulu, etc. and I think the FCC has an obligation to step in and look at this matter. I can see no real justification for adding these additional charges to customers other than to squeeze extra money from them, the internet service is not a service that has to be replaced like paying for gas for instance where there is a finite amount of something I am paying for, how many gigabytes of internet being consumed every month is simply a measure of use with 300GB being an arbitrary number. My reason for saying this is in the past unlimited home internet use has never been an issue, it is not a resource that is charged per unit, it is a resource that is paid for access to with varying degrees of speed for use not quantity used such as in gigabytes. There is no justification for the additional charge once over that 300GB because the nature of the internet is not a resource that is finite and for this reason I think Comcast does not have stable ground to justify charging "data overage fees". In addition to these data caps being added there is no way for me to access the details of the bundle plan I am being offered through the online system other than the name of the bundle and nothing more, I am not able to see the speed I am paying for, what kind of cable I am paying for, etc. It might not seem like much to the FCC but it is a shifty enough issue for me that I felt the need to write to you today about it with the hopes that steps will be taken to intervene. Thank you for your time.

Ticket: # 548472 - Comcast price gouging and slow internet speeds

Date: 9/24/2015 1:14:05 AM

Received via: Internet

City/State/Zip: Atlanta, Georgia 30345

Company Complaining About: Comcast

Description

I have repeatedly tried to get someone to fix the overcharges on my latest bill (24th erroneous monthly bill in a row) and to investigate why I am getting 3 Mbps download speeds when I am paying for 50 Mbps. I have had to call the Philadelphia HQ office 3 different days over the past 5 and spoke with 3 different representatives in the "Office of the President", all who have promised that a regional case worker would call me by 8pm EDT that day. At no time did anyone ever try to call either one of my 2 phone numbers (home and cell). There is no record on Caller ID nor have I received any voice mails. And as I have been writing this, my television reception went out! So, now I have no access to TV and painfully slow internet. I can assure you, this has nothing to do with the wiring inside my home. Please, please, I need someone to help me fight this crooked company. There is a reason why they are the most hated corporation in the nation, across not just the Telco category, but across all industry verticals. If it weren't for their monopoly in my neighborhood, I would have left them years ago. Aren't monopolies illegal?

Ticket: # 548511 - COMCAST BILLING PRACTICES

Date: 9/24/2015 6:46:52 AM

Received via: Internet

City/State/Zip: West Chester, Pennsylvania 19380

Company Complaining About: Comcast

Description

Our Comcast Xfinity voice bill was raised ****TWICE**** in two subsequent months 8/2015 and 9/2015 without ANY explanation from Comcast other than a higher total on the first monthly bill and an email the second month simply showing a second increase. WITH NO EXPLANATION WHATSOEVER!!!! If you raise a customer's monthly rate you **MUST** put in writing the **REASON** for an increase. Comcast just adds these price increases in without ANY EXPLANATION! Additionally, our voice service since Aug. 26th has been **HORRENDOUS** which is very well documented in the file for our account!

Ticket: # 548532 - Overestimating Data Usage

Date: 9/24/2015 7:15:46 AM

Received via: Internet

City/State/Zip: Richmond Hill, Georgia 31324

Company Complaining About: Comcast

Description

Comcast monitors and charges us for a soft data cap. For every 50GB we consume over the 300GB allotment we pay a fee of \$10. However, every month they grossly overestimate the usage on our account.

As of writing this they currently place us at 271GB of 300GB (according to their online meter) used for the month of September. However, our FreeBSD router tracks the total data used (outgoing or incoming) on WAN and only reports a total of ~147.054GB (139.93GB DL / 7.12GB UL) consumed in the same time period. There appears to be a huge discrepancy between what Comcast reports and what is actually being consumed.

I assume there is a difference between what is recorded on our end and what is recorded by Comcast, but the difference is too large to be considered normal and it has been consistently overestimated in the past year. We're effectively being charged for something we're not committing.

We're heavy consumers of online data as we stream content on a daily basis from sites such as Netflix and YouTube. We shouldn't be targeted simply for them to recoup costs on a dying platform.

As a sidenote: I find it disgraceful that the 300GB data cap does not change until you buy one of the more expensive plans. Until then you're not paying for a faster line speed, you're paying to hit the cap faster which is utterly pointless.

[Ticket: # 548589 - Comcast data caps](#)

Date: 9/24/2015 8:15:55 AM

Received via: Internet

City/State/Zip: Woodstock, Georgia 30188

Company Complaining About: Comcast

Description

I'm sure you've heard this before. Comcast's 300gb data caps are terrible. They are, in my opinion, desperately trying to protect their cable profits by harming the use of Netflix on their cable internet. This seems to be to be at odds with the concept of Net Neutrality.

I have no other option but Comcast for high speed internet and they are cramming this down my throat. If I had any other option I would take it, but since Comcast has an effective monopoly I'm stuck with data fees that often raise my bill over 50%.

Ticket: # 548653 - Comcast Data Limits

Date: 9/24/2015 8:51:47 AM

Received via: Internet

City/State/Zip: Sandy Springs, Georgia 30350

Company Complaining About: Comcast

Description

Comcast's recently implemented data cap is ridiculous. Comcast reports that the average household will not come close to the data limit at all, however my roommate and i have hit this cap every month since we started using Comcast. We both work full time jobs and go out ALOT, but somehow we are still going significantly over the 300GB data cap. I dont pretend that we dont use the internet much, we both play a lot of video games on the internet as well as stream more videos than the average person. But none the less, i dont see why if we are going to be consistently charged for going over our 'TRIAL' data limit why we cant do something about it, other than NOT using the service we pay for. Comcast needs to get rid of these data limits they are outdated (most of their research regarding these limits was done in 2008) and terrible, not to mention that providing us with data cost them nothing, or next to nothing.

Ticket: # 548703 - Comcast internet cap

Date: 9/24/2015 9:21:05 AM

Received via: Internet

City/State/Zip: Nashville, Tennessee 37211

Company Complaining About: Comcast

Description

The data vap imposed by Comcast in the Nashville area is archaic and unfair. The business class option for my residence provides the same speed on the same infrastructure using the same hardware with no cap but is nearly twice as costly. My family is an average connected household and I do a lot of work from home and I need to be able to utilize my broadband service without the worry of overage charges all the time. Internet access in the rest of the developed world is much more available and less restricted because of competition. Here in the United States it is a monopolistic business and I am would very much like to see that change.

Ticket: # 548867 - slower internet speed

Date: 9/24/2015 10:07:31 AM

Received via: Internet

City/State/Zip: Jacksonville, Florida 32258

Company Complaining About: Comcast

Description

Hello,

I'm a customer with comcast xfinity for several years now. I've xfinity internet service (Blast service) and Basic TV cable service. I'm paying monthly around \$97 with taxes and I'm not getting anything near to the internet speed as marketed by comcast xfinity.

I've contact comcast several times about this and have received different answers. They suggested to change modem which I did, initially they wanted me to go with their modem on rental for almost \$9/month which I didn't and I purchased a new modem out of my own pocket. I even changed my wireless routers just to be on the safer side and still I don't get even a fraction of the speed. I did internet speed test on their website and got 0.97 mbps for download speed for 1.71 mbps for upload speed. Can you believe that less than 1 mbps!!!!

<http://results.speedtest.comcast.net/result/1053619224.png>

I would appreciate if someone can help with this problem since I ran out of options this xfinity.

Sincerely,

(b) (6)

Ticket: # 548984 - Invalid billing charges

Date: 9/24/2015 10:38:43 AM

Received via: Internet

City/State/Zip: Bonita Springs, Florida 34135

Company Complaining About: Comcast

Description

In August of 2015, during an outage for the entire community, lasting more than 24 hours, Comcast charged me \$70 plus tax to come and repair a problem that effected everyone. Comcast customers in the Chadwyck Square community of Bonita Springs, Florida, have had issues with sporadic service interruptions, and given no credit. This area has no valid competition and Comcast takes advantage of the situation. I have spoken with so many supervisors at the company and they refuse to do anything to remedy the issue. I am constantly disappointed with the service they provide. I feel helpless and at their mercy! They carry my TV. home phone and internet service. Please help.

Ticket: # 549019 - Improper charge

Date: 9/24/2015 10:53:14 AM

Received via: Internet

City/State/Zip: Gallatin, Tennessee 37066

Company Complaining About: Comcast

Description

I was a business customer of Comcast internet and phone. Over a roughly 6 month period after becoming a customer, Comcast failed to provide me service for multiple hours, on multiple days. I have numerous claim ticket numbers of my complaints to Comcast for failing to provide phone and internet to my law office. After 6 months, I informed Comcast that their failure to provide the service they promised forced me to stop using them as a service provider. They have since then tried to collect on "cancellation fee" of over \$1000, even going so far as to report me to a collections agency, from whom I received a call today. This charge is improper, and it is improper of Comcast to send me to collections for the same. Further, they always had my company name wrong, and my address wrong, meaning even if they attempted to serve me a notice, they sent it to the wrong address, despite my numerous calls to have the address corrected while I was a customer. I have received no phone calls from Comcast trying to collect on the bill, and no letters warning me of any collections attempts.

Ticket: # 549163 - Xfinity_Comcast Internet Data Cap**Date:** 9/24/2015 11:32:42 AM**Received via:** Internet**City/State/Zip:** Cordova, Tennessee 38016**Company Complaining About:** Comcast

Description

I am complaining about how Comcast_Xfinity is unfairly imposing a 300GB data limit on home internet usage. I have been a loyal customer for over 20 years and I am utterly disgusted in how Comcast charges their customers for everything. My bill every month is well over 200.00 with phone, internet and cable. What is the harm in providing unlimited internet in the comfort of my home? Now every month in a two person household I am literally in fear that I will be charged an additional \$100.00 per month for going over my internet date. Comcast is being deceptive and really do not provide you any tool to advise what is causing me to go over 300 GB Every Month! All I get are back to back phone calls stating I have gone over in less than a 30 day time frame. I am at a total loss and fear my son will not be able to access internet at home to do any school assignments or projects. I fear every single day just by surfing or working on a school paper on the web I will go over my 300GB of data. Please FCC can you help the Comcast customers that have been victimized by this senseless internet data cap. Please help us!

[Ticket: # 549218 - internet caps and availability](#)

Date: 9/24/2015 11:46:01 AM

Received via: Internet

City/State/Zip: Lake City, Florida 32025

Company Complaining About: Comcast

Description

In my area, Comcast has a contract for the tv and internet coverage. But they refuse to build lines down my road, even though there are multiple homes that want service. This contract gives them a monopoly on my area, and other companies cannot even look to see if they could come out there. The satellite internet providers require large sums of money down to install the equipment required, as well as a contract signed up front, before you even know if their services will be acceptable. Not to mention the data caps. All I want is for someone to look into why over 20 households cannot get service, and is less than 2 miles from another neighborhood that gets service. In this day and age, Internet is needed. My children have to have internet to do their homework, and we have to take them 20 miles to the library to do this daily. I regularly check in with the local Comcast office to see if they are planning on building out to our area, the last time the lady actually burst out laughing and told me that they were never going to build out to our area. What can we do!?!?!?

Ticket: # 549477 - Bill increases each month

Date: 9/24/2015 1:00:38 PM

Received via: Internet

City/State/Zip: Seekonk, Massachusetts 02771

Company Complaining About: Comcast

Description

I have called every single month(at least 5 times) to find out why my internet/phone bill has been going up by a few dollars each month. The past 2 times it has going up about 20 dollars each time. Even though I keep getting the run-around, I figure maybe if I call again I will get someone who can explain why this keeps happening even though I have made no changes. I understand taxes, fees, etc. sometimes change, but 20 a month is substantial. With today's call, despite all of the double talk and the long winded conversation that was meant to confuse me, I was able to decipher that they made a change to my internet and I am now paying retail price because a "contract I was under had expired". I asked him to look to see if he had documentation of a change of business within that time because I was unaware of a contract when I took over the business. He told me yes, that he had that change of ownership on file, but that at this point I have been a monthly customer. Of course my next question was to speak to someone regarding any new packages or "contracts" they may have that I could take advantage of. Again, after much confusion conversation the end result was they would like to upgrade my internet service and have me sign a 2 year contract for more even money each month!! This complaint is really probably not going any where, but really?? I just have to vent...I mean, come on....this is how you treat a customer of yours who pays every single month, on time, and has been consistent for over 3 years? I am truly exhausted calling every single month to spend a half hour on the phone to get a bunch of double talk and have nothing change. It really is frustrating. And even more so because apparently, I am not the only one who has had this problem with Comcast, nor is it surprising considering there is NO OTHER OPTION in this area for internet and phones. As a business customer I am forced to stay with Comcast and deal with their monopoly on this area because Verizon does not provide service here. This very fact is reason enough as to why they treat their customers the way they do. They can get away with it.

Ticket: # 549478 - Billing practices - service protection plan

Date: 9/24/2015 1:01:40 PM

Received via: Internet

City/State/Zip: Miami, Florida 33190

Company Complaining About: Comcast

Description

To whom it may concern,

Recently, it has come to my attention that I was being charged a Service protection plan by Comcast for my internet service. This is touted as a type of warranty program that is optional to consumers. It covers any wiring issues inside the house. It helps avoid the \$25 per visit charge that they impose if a technician has to come out to your house.

My complaint is in how this charge was added to my bill and that of many other customers. I don't recall ever agreeing to sign up for an extended warranty type plan and by default I always say no to these types of warranties/plans.

After googling the fee, it appears that comcast sent out a notice to it's customers, buried in their physical mail along with advertisements and the bill. This would not be too big a problem except that it was not clear (except maybe in the fine print I suspect) that all customers would be automatically enrolled in this protection plan and that each customer would have to call comcast in order to opt-out of the fee.

I find it troubling that a vendor can simply add a charge to it's customers and expect they each call in to opt out. I know that if I suddenly start to charge my clients random extra fees that they would not pay and may even terminate services with me.

The second part of the complaint is how comcast has been gradually and quietly raising the fee. It seems to have started about last September 2014 at a rate of 3.99 per month and now has gone up to \$4.95 per month. I never agreed to a rate increase either, and can't see how they can justify arbitrarily raising the price of a what is essentially a 100% profit item for comcast.

I called recently to have this fee removed after discovering it. However, by removing it they also raised my entire monthly bill by an additional \$15/month, where as I was trying to reduce my monthly bill by the \$4.95 this service protection plan was charging me.

Regards,

(b) (6)

Business Intelligence Consultant

Ticket: # 549593 - comcast complaint

Date: 9/24/2015 1:40:18 PM

Received via: Internet

City/State/Zip: Brookhaven, Pennsylvania 19015-3221

Company Complaining About: Comcast

Description

I was unable to connect to the internet this morning, I called my service provider Comcast who was also unable to help me over the telephone, they stated they would get a technician to come rectify the situation between 12-4pm, I told them I would need notice prior to them coming because I had to move to another location to use internet to work from home. I received a call at 1pm from a Comcast rep telling me that I missed my appt because I wasn't home and the technician was waiting for 20 minutes, I told them to wait, let me run to the bathroom and then run there and I ran without even tying my shoes or using the restroom, they were gone. I called comcast to complain and they apologized, gave me a \$20 credit for next bill and another appt for 4-8pm, assured me that they would call this time. At 2pm I received 2 phone calls in which no one was there so I immediately called Comcast back and was informed I never had a 4-8pm appt, they are sorry and would credit me \$20. I asked if that was a \$40 credit now and they said no only \$20, there is no record of the other call or appt scheduled even though I have my confirmation number. They also stated that there was no appt and would come the next day.

Ticket: # 549805 - Internet

Date: 9/24/2015 2:44:15 PM

Received via: Internet

City/State/Zip: Hollywood, Florida 33020

Company Complaining About: Comcast

Description

Fraud. Ordered equipment on the phone on 8/21/15 from Comcast/Xfinity My account number was (b) (6). Called on 9/23/15 to report that equipment never arrived. Technician arrived next afternoon for trouble shooting call. Explained that there was an installation charge. There was no installation fee on advertisements or on telephone call on 8/23/15. Cancelled service and when asked to speak to the complaint department or to a supervisor so that I could get the address of a responsible person - they claimed there was no such person and then I was hung up on. I called again and upon the same request I was transferred to a CS rep in Malaysia. I am awaiting a cancellation email because the US agent said there was no tracking number that would confirm my cancellation. This is difficult to believe. Somewhere in all of this is consumer fraud. Comcast wasted a lot of my time. I was ordering new service because the government allowed a purchase of Clear Internet by Sprint that reduced competition and reduced competition. The public is suffering and for no good reason other than the Federal Government didn't oppose this purchase of Clear Internet.

Ticket: # 550002 - Unable to track data usage in comcast market with caps

Date: 9/24/2015 3:38:04 PM

Received via: Internet

City/State/Zip: Arlington, Tennessee 38002

Company Complaining About: Comcast

Description

Since the beginning of the month I have been unable to track my data usage with comcast.

I live in Memphis, TN so I am in one of Comcast "Capped Markets" (at the unreasonable 300 gb level).

I ususally cut it close to 300 gb so I have to monitor my usage.

It does not matter which device or browser, or whether I am in or out of the network, I just get "We're sorry. We can't load your internet usage meter right now." whenever I try to check the meter. I have included a screenshot of what I see when I try to check my data usage.

I did get a popup stating I was at 90% yesterday (sep 23) and today I got notice I was at 100% (sep 24) even thouth I stopped streaming yesterday after getting the 90% notice.

Comcast have an application you can download to your computer but it has never worked for me. The phone app does not give any option to track data usage (at least on android)

I have been in contact with comcast security who keep telling me they are working on it, but the issue still has not been fixed.

While still have all 3 of my "forgivness" credits, I am pissed at having to waste one this month.

Eventually if this is not fixed I will be paying money. I cannot change providers since there are no other for high speed in the area I live (uverse is in memphis, but not where I live)

It is also unfair that higher caps or even the option of no caps exist in other markets but not in mine. 300 gb is unreasonable in this day and age of game downloads and streaming.

[Ticket: # 550013 - Internet/phone modem charges](#)

Date: 9/24/2015 3:42:20 PM

Received via: Internet

City/State/Zip: Sherwood, Arkansas 72120-2507

Company Complaining About: Comcast

Description

Comcast/xfinity requires a modem be attached to computer and phone in order for their service to work. They charge \$10 a month for said equipment and it never stops. I think you should require them to stop charging for any equipment after it has generated sufficient funds to cover their cost.

In addition to that, the monthly bill increases every six months or more. They do not have any discount for military, or AARP or Veterans. I think they are gouging.

Ticket: # 550098 - Comcast Data Limitation and Charged Overages**Date:** 9/24/2015 4:02:06 PM**Received via:** Internet**City/State/Zip:** Loganville, Georgia 30052**Company Complaining About:** Comcast

Description

My account with Comcast carries a 300GB per calendar month data allotment before overage penalties. I feel this data allotment is anti competitive, price gouging, and deceitful. This practice is anti-competitive because Comcast is a content provider. There is no reduction of your data limit if you have one of their TV packages and watch OnDemand content. However, OnDemand programming provided by other providers like DirecTv or internet services like Netflix will result in a reduction in your allotted data limit. This practice steers consumers into Comcast TV packages. Modern internet content is show in HD or even 4K and the allotted data mandated by Comcast is not sufficient to enjoy the content from the provider of my choice. This practice is also deceptive. I have all data usage alerts provided by Comcast turned on. This month, September 2015, I received my first notice that I had reached my data allotment by phone call. The phone call stated that I was reaching my data limit. When I logged into my account I was already 64GB over my 300GB allotment. There was no notice that I had reached my included data allotment. I believe Comcast practices price gauging because they know that there is not a competitive broadband provider in my market. AT&T does service this market but only offer DSL at 6Mps maximum. The only significant provider of broadband is Comcast. This leaves me with no option but to pay whatever Comcast wants to charge for service and agree to unfair terms of service like unrealistic data allotments and expensive overage charges. It is my wish that the FCC would rule that data limitations should be eliminated from internet services plans provided by Internet Service Providers.

Ticket: # 550119 - Comcast Illegal Business Contracts**Date:** 9/24/2015 4:07:00 PM**Received via:** Internet**City/State/Zip:** Miramar, Florida 33023**Company Complaining About:** Comcast

Description

Hello,

I am writing because recently got service with Comcast . When I called in to set up services, I specifically asked the rep if I was on contract. He said "NO" now I am stuck with a \$3000 bill. Comcast representatives do not break down the contract to customers. I never signed a contract, nor ever had a verbal agreement because it was not stated to me at the time of service. I picked the business service with Comcast because I thought I would get better customer care and faster internet speed. But I did not sign up nor ever agree to a contract with Comcast. And I was also not informed about an early termination fee. Please help me with this as soon as possible, the charges are unfair, I have never experience anything like this. And the amount is outrageous. The only information that was given to me from Retention is Comcast (Legal Correspondence (b) (6) [REDACTED] [REDACTED] Town NJ 08057.

Ticket: # 550254 - Internet NOT at all what was agreed upon

Date: 9/24/2015 4:49:07 PM

Received via: Internet

City/State/Zip: Tallahassee, Florida 32312

Company Complaining About: Comcast

Description

My wife and I recently purchased a house. Upon moving in, I had Comcast send the equipment so I could install it and activate service as soon as possible (as I work quite a bit from home.) After activation I immediately noticed that the connection was horrible at best. I called and a technician came out to the house. He informed me that it was an issue with the line at the street and that someone would be by within 24-48 hours to fix the problem. That was over a month ago. I have had SIX different techs come out to the house and put in the work order to fix the issue all saying the same thing. I have spent around 6 hours on the phone with Comcast and have gotten NOWHERE. Meanwhile, the billing department is having no problem doing their job as I have gotten every bill without incident. The response I keep getting is that they are very "backed up," and will most certainly be expediting the work order so it is prioritized. This has been a lie every time I have heard it. No one has given me ANY indication of a timetable for this to be fixed so I can only assume they don't care at all. If Comcast didn't hold a Monopoly on Cable and Internet in this part of the country then no one would use them, but alas I am stuck being treated like crap because they know I don't have a real choice. I now have to result in complaining which I hate doing.

Ticket: # 550255 - Comcast Data Caps

Date: 9/24/2015 4:49:25 PM

Received via: Internet

City/State/Zip: Norcross, Georgia 30093

Company Complaining About: Comcast

Description

Just found out today that Comcast has decided to put a cap on my account of 300 gb. This was not part of the original agreement I signed with them. I have no options, no recourse -- they don't offer me any alternative, and this 'trial' is clearly not one. There is no way that they can justify this as being fair or right: it's price gouging, pure and simple.

Ticket: # 550505 - Comcast Data Cap

Date: 9/24/2015 6:34:07 PM

Received via: Internet

City/State/Zip: Atlanta, Georgia 30309

Company Complaining About: Comcast

Description

My internet usage is currently being capped at 300 GB by Comcast. This cap was not made clear to me when I initiated the service in August. The GAO has released a report saying that there is little justification for data caps for cable providers. I would like to lodge a complaint on this unfair business practice which only serves to hurt the consumer and discourage use of competing streaming services.

Ticket: # 550541 - Comcast lies and run around

Date: 9/24/2015 6:54:08 PM

Received via: Internet

City/State/Zip: Jacksonville, Florida 32250

Company Complaining About: Comcast

Description

I have had 3 different phone conversations with Comcast and this is still not resolved. I originally signed up in a promotion(because you have no choice but to do it that way) and knew that my price would go up to \$44.95(I think that was the price), then the price went to \$66.95. I was told it would not increase above \$44.95. So I called and tried to cancel and they did what they always do which was put me on some plan that for \$49.95 and I agreed to that. After agreeing to it, nothing happened. Then a second conversation and nothing happened and a third conversation and nothing happened. After 3 conversations where all 3 said I would be getting \$49.95, my new bill is still at \$66.95. Everyone I have ever talked to is a liar. 100% of the time. Incompetence rules. I am sick of being lied to and having to argue with Comcast. Smart ass customer service people with no authority to do anything but lie. What other industry confirms their reputation for being liars more than cable....well, maybe used car sales people? In parting, after 4 conversations(the 4th happened right after I started this message), I am told I have to get a box to get the price. This is the first I have heard of a box. I am told it is for TV which I don't want. They said I could put it in the closet if I didn't want it. Apparently, the customer service rep is offended that I am mad and didn't like my tone of voice. So after him threatening multiple times to hang up on me, we simply cancelled the service. Once again, you simply cannot stay with a cable company because they cannot help themselves but to lie. Everything is a lie. This is why there has to be choice. Right now, I have 2 bad choices between the Comcast liars and the AT&T liars who are being sued by the government for throttling their internet clients(of which I was one). This is wrong. The market has to be opened to competition.

[Ticket: # 550584 - hikes rates before agreed upon term](#)

Date: 9/24/2015 7:11:07 PM

Received via: Internet

City/State/Zip: San Jose, California 95120

Company Complaining About: Comcast

Description

We were promised our promotional rate of \$43.19 until December of 201. This was actually communicated to us in person at the Comcast store. but in August of this year they suddenly increased our rate to \$65.91 without notice or explanation. When we complained they basically told us too bad. In other words their promises mean nothing and I'd like an investigation on this.

Ticket: # 550676 - Billing Issues**Date:** 9/24/2015 8:16:52 PM**Received via:** Internet**City/State/Zip:** Shakopee, Minnesota 55379**Company Complaining About:** Comcast

Description

I have been having issues regarding employees telling the truth about pricing on Comcast services. When I first ordered my internet service in person, I was told that it would not cost anything to do the self install kit and to activate the service. However, I ended up being charged for both. I was told by multiple employees through phone, online chat, and in person that I would not be charged for a self install kit and activation. I also have been having trouble with calling in about my issues and one representative I talked with did not make changes on my account like they said they would. I was told I would be receiving credit for inapplicable charges but never did.

As mentioned, I was charged for an installation and activation fee. I talked with a handful of employees about whether or not if I would be charged for installation and activation and was told by all of them that I would not. While talking with a representative on the phone, she informed me that a technician had come out to my house for over an hour providing hard labor. It is true that a technician came out to my house, but he was not here for over an hour doing hard labor. All he did was activate my service and plug in a wire; he was in and out in under half an hour.

In addition, I asked for a representatives help through online chat, and I could not believe how incredibly rude they were. The ended up leaving the online chat before we were done trying to get my issue resolved.

Ticket: # 550726 - Misleading information fro comcast

Date: 9/24/2015 9:00:04 PM

Received via: Internet

City/State/Zip: Fort Myers, Florida 33967

Company Complaining About: Comcast

Description

Starting on September 18th I simply wanted to transfer my service from, what now is my previous address, to my new current address. I was told simply to just plug in my current equipment at my new home and reactivate. That did not work. So I called customer support. I was informed that my home needed to have a technician come out as they have not had an account at my new home since 2009. At that point time they changed my service with out my knowledge. They enrolled me into a bundled deal where my internet service went from 75 mbps to less than 30, and the added cable tv. At a higher rate mind. Since Sunday the 20th I have called multiple times a day, as well as logged into their chat sessions to resolve their "bait and switch". I've done everything that they have needed of me. Have had their technicians out to fix my cables, which they failed to mention had service fees along with cost of repairs. On multiple attempts to fix their screw ups. I have gotten no where, and only have received apologies about "the mix up"

[Ticket: # 550775 - data usage](#)

Date: 9/24/2015 9:52:07 PM

Received via: Internet

City/State/Zip: Knoxville, Tennessee 37923

Company Complaining About: Comcast

Description

Comcast has recently decided to try and put a cap on our data usage in our region. And I was told that I can file a complaint on it here. I would like for them to remove the cap and go back to giving us unlimited data. Plus I don't appreciate them doing it without telling me. They are choosing not to inform their customers about this. The only option is limited data and you don't find out about it until you've reached your limit.

Ticket: # 550789 - COMCAST Data Usage Limit Trial Program - Enrolled without Consent

Date: 9/24/2015 10:20:01 PM

Received via: Internet

City/State/Zip: Atlanta, Georgia 30318

Company Complaining About: Comcast

Description

Hi, without my knowledge, my ISP, enrolled me in a trial data usage limit program where upon going over the limit I am charged a fee for each additional increment of data I use until the new calendar month begins. I contacted the ISP and requested being removed from the trial program and the representative said they did not have the ability to remove me or pass on a request to be removed by an authorized employee.

Ticket: # 550813 - Account charges

Date: 9/24/2015 11:19:24 PM

Received via: Internet

City/State/Zip: Southfield, Michigan 48033

Company Complaining About: Comcast

Description

I was charged for a technician visit on my account by Comcast. When I talked to Comcast over the phone regarding this technician visit I had confirmed that there would be no charges if the issue was on behalf of Comcast. Although the Comcast agent had FINALLY agreed to talk to his supervisor and get those charges adjusted, I want to express my frustration with this company's horrible customer service. This is not the first time Comcast has charged for a service it has not provided. It should not take 1 hour for a Comcast agent to adjust unfair charges. This is unacceptable and I think something needs to be done. For a huge company to be billing for unfair services is ridiculous. This has been a very frustrating experience for me and I am not pleased by the way customers are treated by Comcast!

Ticket: # 550870 - Speed Throttling

Date: 9/25/2015 3:58:19 AM

Received via: Internet

City/State/Zip: Menlo Park, California 94027

Company Complaining About: Comcast

Description

Hi, I pay for a guaranteed 250 Mbps down package from Comcast. Every week for the past 4 weeks in a row, I find my speeds have dropped to 100Mbps. After I complain, the speeds come back. A week or so later, back down to 100Mbps. I've never tested during prime hours, always late (it's 150am now). It will stay at the lower speed until I call and spend another 2 hours writing emails and making calls. It's having an enormous impact on my career to the point where we are thinking of moving to an area where there's another viable option (or one where there's not a monopoly on the copper lines). I've called and complained no less than 5x in the past month. Always with the promise that the situation will be corrected. Which it is, for a few days. I don't know what parameters I fall into to be throttled down, but it's without a doubt happening. I have a background in network admin and have tested my lines and my connection strength is well above normal.

Ticket: # 550882 - Comcast service and Internet

Date: 9/25/2015 5:48:45 AM

Received via: Internet

City/State/Zip: Cumming, Georgia 30051

Company Complaining About: Comcast

Description

I have been trying to get my internet and wifi serviced, not worked properly for two months

Ticket: # 551119 - Lack of internet speed, over billing, equipment issues, no response to FCC complaint

Date: 9/25/2015 9:49:39 AM

Received via: Internet

City/State/Zip: Happy Valley, Oregon 97015

Company Complaining About: Comcast

Description

I made the complaint below several months ago. On Aug 19th I received this message:

FCC Consumer Complaints (FCC Complaints)

Aug 19, 8:26 AM

Hi (b) (6)

Your Ticket No. 403329 was served on your carrier for its review and response.

Your carrier has provided the FCC with a response to your complaint. You should receive a copy of the response from the carrier within 7-10 days via postal mail. As such, no further action is required. Your complaint is closed.

I have never heard back from Comcast. My husband tried to reach the contact person while he is deployed in the Persian Gulf and they have not returned a message or email. A letter was NEVER received from Comcast.

None of the issues have been resolved - I have been billed for services I didnt purchase, overbilled for install then Comcast used that as an excuses as to why we didnt get our gift card. I have talked to 10 other people who have not received their promised gift card from comcast - I think this is a bigger issue of fraud.

Since I've installed Comcast I've had a host of complaints.

Over charged for installation. I worked with Comcast to resolve the over billing which resulted in me paying Late until it was resolved. Once it was resolved, the bill was paid and has been current ever since. Now Comcast won't give us an incentive of \$200 because we were late when they over billed us.

Equipment problems: we have complained about equipment problems since we moved in, shows don't record, cable box freezes, cable boxes power down for NO reason. I've requested several times for comcast to address the fact that a movie was purchased by accident due to the box freezing, they won't address the problem.

Our most difficult problem is internet service. My internet is so slow that I'm filling this complaint on my phone. Their help department isn't helping, the other day they accidentally disabled my router and couldn't figure out how to get it back working.

My husband is currently deployed and he helped me fix the problem on our own. This is a problem they caused, couldn't fix, put me on calls with technicians for hours with no resolve or appt for a technician to come out.

I work from home and this is affecting my clients at this point and my ability to make money.

I need a permanent resolution. I've been writing with comcast for over a month with slow service issues.

I'm not sure who handles the fraud of advertising the gift cards and Comcast not delivering but I found four other friends that have never received their incentive gift card either.

Thank you

(b) (6)

Ticket: # 551211 - bundled service issues

Date: 9/25/2015 10:18:28 AM

Received via: Internet

City/State/Zip: Mobile, Alabama 36618

Company Complaining About: Comcast

Description

Consumer said that he has been having an issue at his address for a few years now with his cable and internet service. He goes online to update his computer however it will not allow him to do this. When he started service with Comcast his speed was fast however now it is very slow and it won't allow him to update his security on the system. He said that he believes that his lines are being tampered with and others are stealing his service. The consumer said that he is paying for a service that he cannot use and nothing works properly. He would like to have this issue resolved so he has a consistent working system with updated security that protects his computer. As a resolution he would like Comcast to look at the pole where the services are hooked up to make sure that he is not connected to other neighbors and to have the service issues he experiences to be resolved. ***CTR 354-phone***

Ticket: # 551217 - Service and billing

Date: 9/25/2015 10:20:08 AM

Received via: Internet

City/State/Zip: Paducah, Kentucky 42003

Company Complaining About: Comcast

Description

Most recent service technician charge our bill for running wires, and services that he did not install. Our teenager ran the only wire because tech said he couldn't.

Was promised a promotional price for internet ,and TV with cable and Internet. It was never honored. Customer service denied that I was offered the package. 1 out of three customer service agents where very rude, and was screaming at another while we where on the line. It's obvious that this company only cares about there bottom line and not about there customer. Nothing but unfulfilled promises, and run around with these guys since I have started my service again . this is not the half of it.

Ticket: # 551306 - Comcast Xfinity Data Cap

Date: 9/25/2015 10:41:33 AM

Received via: Internet

City/State/Zip: Mobile, Alabama 36695

Company Complaining About: Comcast

Description

Comcast is the only internet provider available in my area, and has the worst data cap restrictions of every provider I've looked into. Even Mediacom will let you upgrade to plans with higher data caps as to alleviate some of the cost associated with having a high internet usage. Comcast has no such option, and since I live in what they are calling their trial markets, I am forced to deal with outrageous fees for using something that costs them little to no money. Someone needs to put a stop to this media giant charging for something they shouldn't just to keep people from using services they consider their competitors (like Netflix and Hulu, for example). The entertainment in my family's life is dependent on internet, and we shouldn't be restricted in the way Comcast is restricting us.

[Ticket: # 551543 - Comcast Xfinity Data Cap](#)

Date: 9/25/2015 11:58:31 AM

Received via: Internet

City/State/Zip: Atlanta, Georgia 30312

Company Complaining About: Comcast

Description

The Comcast Xfinity Data Cap is outrageous. Setting a cap on your internet usage infringes on our consumer rights. We pay for a service that should not have a limit.

Ticket: # 551685 - Business internet service

Date: 9/25/2015 12:28:44 PM

Received via: Internet

City/State/Zip: Kent, Washington 98031

Company Complaining About: Comcast

Description

Service was disconnected by Comcast in error and they don't seem to be able to, or care to solve the issue. I have had 8 conversations with them and they continue to try to tell me they don't know what happened and they don't know who I should speak to. This has been going on for a month. I continue to pay the bill, they claim I have no open account. It all started when I signed a new 2 year contract to upgrade my businesses internet service. It's been a complete nightmare ever since. They call me daily asking me to return their equipment, and are very aggressive and unpleasant when I try to explain that I still want and need the service. I called customer service, she suggested the service was cut off for lack of payment. Incorrect, I've never missed a payment and have proof. She then talked to a supervisor and told me to call the sales department. I explained that I had contacted the sales person who sent me the new contract and got no help. The answer I got was "that's not what they were supposed to do" no avenue for remedy was or has been offered. I've spent hours on the phone, hours writing E mails, but no attempt at solution. I explained to them yesterday that my internet still works, they told me that's impossible you don't have an account. I said I'm standing in my IT room looking at a COMCAST router that is blinking away. They told me I must have another provider, but I'm unaware!! How can an information and technology company have so little information about their own customers and their own business?

Ticket: # 551704 - Comcast

Date: 9/25/2015 12:34:48 PM

Received via: Internet

City/State/Zip: Chicago, Illinois 60607

Company Complaining About: Comcast

Description

I signed up for Comcast internet a month ago. When I signed up via the phone the first time halfway through the process we got disconnected so I had to call back because the rep didn't care enough to call back. When I spoke to the second rep I explained to her what happened and she took over from there. The price I agreed to was \$49.95 and the internet speed was 105. That's all I asked for nothing else. I just wanted their internet service. A week later I arrive home to find multiple packages from Comcast. Two cable boxes plus my internet router. I was confused because I never ordered cable. I called Comcast and the rep explained that I get "Free" cable through my association and that they bundled my cable and internet.. Even though I was never aware of this information prior. Then she proceeds to tell me my internet speed is 75. That's where the problem starts, I agreed to the \$49.95 price based on the internet speed being 105. They kept saying they don't have that price available and didn't do anything to fix it. I spoke to someone everyday because they kept saying they would get back to me and they are escalating the issue but nobody ever called me back. Fast forward a week later and the internet wasn't working at all. I call to get some help and they were not helpful at all. Finally schedule a technician to come out and it will take a week for them to come. The day the technician was scheduled to come I chat online with a Comcast rep to confirm the appt. That's when that rep says the reason my internet isn't working is because I have a "Soft disconnect" on my account. When I asked what that meant he says, it means you are canceling your services... I never canceled or asked for my account to be canceled. I just wanted my internet service to work. He then said he is removing the "soft disconnect" and that the internet should work after because thats the problem. He canceled the tech from coming because he claimed he "fixed" the problem. The internet remained down after he "fixed" it. I called comcast again this time frustrated because now its been over 10 days with no working internet. They state to me they will have someone come out the following day and to be my phone between 8-12 to get the call. Nobody ever called me so I called and the rep said I have an appt next week!! I was shocked, the rep had lied to me AGAIN. Finally, the following week two reps come in and fix the problem and my internet is finally working with some glitches here and there. The problem I have is one my speed should be 105 and its 75. The other is the lies from one rep to another and no real helpful solution. Its been draining speaking to Comcast every day for the last month to get simple solution to a problem they created.

Ticket: # 552084 - Comcast Business still billing for terminated service**Date:** 9/25/2015 2:11:16 PM**Received via:** Internet**City/State/Zip:** Portland, Oregon 97232**Company Complaining About:** Comcast

Description

I am CEO of a little company called Avatron. I am in the process of shutting down the company. I've let all of the employees go, and have moved out of our office space. A new tenant has moved in, and is using Comcast for its ISP service. But Comcast Business is still sending me big bills for ISP service to the same address. They are in essence double billing for service to that office suite. My latest bill says my company owes \$1,473.69. Every month I get another bill for \$373.03. I sent them a letter via registered mail on June 30, 2015 to cancel service. They had told me that I would have to pay a \$4300 fee for early termination. But rather than even acknowledge my written request to cancel, and my apology for inability to pay that fee, they have continued to fraudulently bill for service they are not providing.

On the phone, they claimed I had agreed to the \$4300 disconnect fee. There was in fact a link in the document that I believe my former office manager signed, but it only contained a link to an online addendum where this was hidden. We never would have agreed to pay for service that we don't receive!

Now I just want them to stop harassing me and demanding another \$373 every month. This is a company that is going out of business.

Ticket: # 552110 - Xfinity Boston

Date: 9/25/2015 2:19:09 PM

Received via: Internet

City/State/Zip: Boston, Massachusetts 02121

Company Complaining About: Comcast

Description

Xfinity was unable to install their service at my home about three months ago because drilling a hole through the wall was not an option I was able to grant the technician. Though no service was activated at my residence, I have been billed monthly by Xfinity. A conversation with a customer service representative explaining the situation on September 9, 2015 apparently fell on deaf ears. At the time of my conversation with the Xfinity representative, I insisted that I no longer be contacted by the company. That has also been ignored as I have been repeatedly bombarded by a toll free 800 number belonging to xfinity. To make matters worse, a representative by the name of Nicholas Navakos showed up BANGING ON MY DOOR moments ago informing me he is with the collections department looking to take back equipment and inform me of an overdue balance. I informed Nicholas Navakos that (1) several months ago the technicians were not able to install the service due to infrastructure requirements and (2) the modem I intended to use with their service was PURCHASED AT BEST BUY and NOT LEASED through xfinity.

I cannot begin to explain the aggravation I am experiencing as a result of xfinity's intentionally tactful operating procedures that do not mirror the reality of technological end-to-end business processes. This harassment has to stop. I AM NOT A CUSTOMER OF XFINITY since their service was never installed at my residence. As such, I do not owe them any money and I do not have any equipment belonging to them. I do not appreciate individuals banging on my door or the constant phone calls from this company. Please have them cease and desist the harassment.

Ticket: # 552146 - Comcast Customer Service Regarding Internet Service

Date: 9/25/2015 2:34:45 PM

Received via: Internet

City/State/Zip: Boston, Massachusetts 02118

Company Complaining About: Comcast

Description

9/19/15: Upgraded home internet/cable services. Service did not work. Spent 1h 21 minutes on the phone with them to find out what was wrong with it concluding with that it was an in-home issue. Next available appointment with an in-home technician was on 9/22/15.

9/22/15 @2PM: Took off time from work to be home during 12-2PM window. Technician arrives within specified window at 1:50PM. Explained suite of issues, notable that even if the cable box and internet modem did work, there were signal issues. Technician got it working and said the connectivity issues were fine and not to worry.

9/22/15 @4PM: Receive call from local dispatch saying signal strength from modem was very poor and wanted to schedule another in-home appointment for the next day between 8AM-12PM. I stressed that this would involve me taking more time-off from work and would need a narrower window. Given a 8-9AM window.

9/23/15 12PM: Technician no-show. Internet service goes out for 40 min. Cable does not have sound. Spend 43 minutes on the phone explaining to reps what happened, reps acknowledge how poor signal is from modem although they have no records of local dispatch calling. Agent explained that local dispatch would call by 1:45PM to reschedule.

9/23/15 4PM: Called again to say that I never received call from local dispatch. Spend 1h32min on the phone to have issue escalated. Reassured that I would be called before end of day. Expressed that I would like feedback loop to be closed by customer service team to ensure I was called. Never called.

9/25/15 2:30PM: Still have never received call from either local dispatch or customer service call center. Called to express complaint and desire to have someone call me, spending another 50 min on call. Hung up on by 2 different supervisors.

-Still paying for upgraded service that does not function at acceptable levels (even acknowledged by each rep I have spoken to).

-Cannot get someone to call me back. No agent would give me number to call them back on so no way to have accountability.

-Burned multiple hours and took time off from work to deal with issue, no compensation and still not resolution on issue.

Case ticket: 031902533

Ticket: # 552148 - Comcast Internet

Date: 9/25/2015 2:35:44 PM

Received via: Internet

City/State/Zip: Seattle, Washington 98106

Company Complaining About: Comcast

Description

Service I paid for did not work. I paid for it and had several outages for long periods and I had it cut off. The cable company still wants money for the last month and I refused payment because there is no criteria for downtime I experienced more than 48 hours downtime for the last 3 months

[Ticket: # 552268 - internet service](#)

Date: 9/25/2015 3:10:36 PM

Received via: Internet

City/State/Zip: Laurel, Delaware 19956

Company Complaining About: Comcast

Description

How is it that there is Verizon and att internet that they have but Comcast for some reason is the only one I am able to get in my area there should be no reason I can't get either one of them and not have just Comcast as my only option for internet

Ticket: # 552368 - Complaint regarding Comcast Internet**Date:** 9/25/2015 3:33:19 PM**Received via:** Internet**City/State/Zip:** Fort Myers, Florida 33919**Company Complaining About:** Comcast

Description

I started having problems with Comcast service after moving in 2014 which were slow connection issues and poor uploading speeds which I required for my business. Per recommendation I upgraded my internet to the blast service which was supposed to be the best, yet the internet did not get any faster after sending 5 techs out they discover there is a node down in the service area which affected a large amount of Comcast customers. The entire time I had service at this residence I did not receive adequate service and I explained this to Comcast numerous times and they said they would credit me for missed appointments and late technicians etc. Although they did not credit my account for the actual bill of service. I have called plenty of times discussing this issue with many agents and supervisors and it was never resolved and there is an outstanding balance of 169 dollars on my credit for service I could not use. When I recently called inquiring about using Comcast since I am not in the previous area anymore the representative ran my credit and assured me there was no outstanding Comcast collection even after I told him the amount previously noted. I went to Comcast to pick up the equipment and again the employee did not mention any outstanding balance owed. I had an issue installing the equipment and Comcast was supposed to have a tech come to my home and then someone from billing calls me and explains the reason why I have no service is because of a previous bill. I have had nothing but problems with Comcast employees and services but this was absolutely wrong these people are negligent and do not treat their customers with any type of value or courtesy.

Ticket: # 552408 - business services Comcast

Date: 9/25/2015 3:45:01 PM

Received via: Internet

City/State/Zip: Spring, Texas 77380

Company Complaining About: Comcast

Description

My business is experiencing repeated outages for both business internet and phone service.

After asking for a supervisor to request that my contract be canceled so I could get another vendor, after 30 minutes of holding I spoke to the 3rd person who identified himself as a supervisor.

He stated I had to be without service for 5 hours within a 30 day period to request this.

He repeatedly told me not to talk during the call and refused to let me speak to his supervisor.

He said there was no one above him that spoke to customers.

He refused to discuss letting me out of my contract.

I requested that he send me an email of the information about my outages and where I could send a request, he refused this as well.

He kept saying there was an email to request this through but never would give it to me.

I would like to discontinue my Comcast business internet & phone service without penalty.

There is no place on the Comcast business site to send any requests and calling them does nothing.

Please help me get someone in authority within Comcast to talk about my issues.

As I am writing this my office has been without internet or phone service all day.

On 9/17/15 I was also without service all day.

On 8/5/15 we had an outage & also on 6/29/15.

These are only the recent dates, we have started keeping a log.

Ticket: # 552485 - Internet Speed

Date: 9/25/2015 4:09:24 PM

Received via: Internet

City/State/Zip: Boca Raton, Florida 33432

Company Complaining About: Comcast

Description

All of the sudden our internet service went from a download speed of 30 mbs to 1 mbs and under and it's very sporadic. I called and got an appointment set for Wednesday 3-5 technicians never shows so I call and reschedule for Friday 3-5 at 3:30 I call to see when they will show and I'm told I don't have an appointment but he will schedule me for 4-6 on that same day. So at 5 I call again and I'm told again I don't have an appointment and there is nothing they can do but schedule me for Sunday 10-12. So now I have had practically no internet for one week and I have to wait the entire weekend to see if anyone will even show up again. My major problem isn't even that I'm paying for internet i don't have because i know i can get money back for that, it is that i need internet for school and work and i don't have it at all.

Ticket: # 552505 - Billing and charge for cable installation issue

Date: 9/25/2015 4:16:01 PM

Received via: Internet

City/State/Zip: San Francisco, California 94117

Company Complaining About: Comcast

Description

I am writing to complain about a customer service issue (billing dispute) and a rate for installation of cable TV service. Upon signing up for service, Comcast sent me a defective cable box and then charged me \$70 for a technician to fix the problem, which he did not. I had to call a second time and request a second visit before my service functioned properly. In short, not only was I charged an additional \$70 for installation but I also paid for cable service I was not receiving.

BACKGROUND

I have been a Comcast Internet customer for about a year. When my initial discounted rate ended, I called Comcast to discuss what other options there were beyond paying the sharply increased amount I was now being charged. I was informed of a plan that would cut my present cost by \$10 and it involved receiving basic cable TV as well. I was told that if I chose not to accept cable TV as part of the package, the price would be no different. (In fact, oddly enough, Internet alone was \$10 more). Obviously I took the deal.

What is also important to note is that I have no choices regarding Internet. The only other provider that offers service at my address is AT&T. However, AT&T cannot guarantee speeds fast enough to stream video. In my situation, Comcast holds a monopoly on my address.

STATEMENT OF FACTS

1. In early August, I received the cable box in the mail. I was also informed that my new rate required an installation and activation. The literature with the cable box also detailed this.
2. After plugging in the equipment, I got no signal from the box. Further, there was no light indicating the box was being powered up. I am an audio engineer and work with audio and visual equipment regularly. I called Comcast and told them I believed the box was defective. They asked whether I would prefer to have a new one mailed to me or have a technician come out. Because, I did not want to deal with the time involved in having to mail the defective box back, I requested the technician. I was not told there would be a charge for this visit.
3. On Aug. 4, The technician arrived an hour earlier than the scheduled time slot window. I was at a doctor's appointment when he called. My housemate was home and let him in (my housemate uses the Internet for work but has no interest in the cable TV). The technician got the box powered up and left a new remote because he told my housemate the one provided did not seem to work well. He did not replace the box as I had earlier requested on the phone.

4. The new remote did not work well. While it did power up the box fine, channels frequently got stuck. You could press the remote button 20-30 times to no effect. This was particularly bad on HBO On Demand. Upon choosing a show to watch, the screen would stick on the description for several minutes. In other words, you could not go back to the prior screen or start the show.
5. After about a month (I do not watch much TV so I'm not sure when it started), the cable began shutting on and off on its own. The screen would zap out, then go black, then come back on. The power light on the cable box would go off and then back on in this time. There were other things plugged into the same power strip (a lamp and the TV itself) but these would not go off. It was not an electrical problem with the house. This would happen randomly, sometimes as often as every five minutes. Further, if watching a movie on HBO, you would lose the ability to return as, every time the cable box goes off, the cable system takes another 20 minutes to find the channels.
6. In my next call to Comcast, Sept. 20, the customer service rep merely suggested I unplug everything and then replug everything. This did not solve any problem.
7. I called Comcast again Sept. 21 and arranged to have a technician come remove the box.
8. Prior to the technician's arrival, I prepared to pay my bill and noticed that I had been charged \$70 for the prior visit. During an online chat with customer service, I was notified that they would not remove the charge. (text of chat is included)
9. On Sept. 22, the technician, removed the box and replaced it with a different one. The new one is a silver rectangular Motorola model that is much larger than the original, which had been more square and all black. The technician commented that the box he removed was an older one and isn't used as much anymore.
10. Since replacing the box, the channels do not stick any more nor has the powering off problem returned.
11. On Sept. 25, I called Comcast about removing the \$70 charge now that it was obvious the cable box was defective. They refused. Further, the customer service rep stated she had no note on my file from the technician, which apparently is required in order to waive a charge for a visit. Without the note, she said she was unable to determine the reason for the technician's visit.

Ticket: # 552529 - Comcast Internet Signup Issue

Date: 9/25/2015 4:26:57 PM

Received via: Internet

City/State/Zip: Chicago, Illinois 60615

Company Complaining About: Comcast

Description

When my roommates and I moved out of the dorm and into our rented apartment, I signed up comcast since they had the 39.99 a month offer for the internet with my gmail account. We never received any actual mails from comcast for the bills so I assume they will send electronically to my email.

I waited, still no emails came. I then checked my account today and realized that I was billed 44.99 each month with a late fee.

I called comcast and why it's 44.99 instead of 39.99. They told me it's because I didn't sign up for electronically billing manually. I talked to them for almost one hour, and asked them that I was never told that I need to do this for the promotion, and I never got an email saying that, I never received the bill at home so it must be electronically enrolled already. She said yes it's enrolled by default and the email was sent to my comcast email which I didn't even know it was created. But I still need to manually enroll it again to get the promotion. Now it has passed the 30 days, I am no longer qualified for this promotion.

I asked her "how was I supposed to know if I was never communicated with this requirement" and she goes "i understand, but this is our policy!!"

She refused to give us the 39.99 a month as promised, and refused to remove the late fee charge of \$9.5.

I do think comcast is not being honest and straightforward with the customers. I have never had any such experiences where the email address I provided is not used for electronic communication and I have to be punished for it. Even after I reconfirmed manually the ecobill signup they would still not honor the promotional price I was promised before.

The amount for the fix is really small, especially for a big company like Comcast, their unwillingness to help a new first time customer to get used to their system is just very troublesome.

Thanks,

(b) (6)

[Ticket: # 552598 - Comcast will not reimburse dysfunctional service](#)

Date: 9/25/2015 4:48:28 PM

Received via: Internet

City/State/Zip: Dresher, Pennsylvania 19025

Company Complaining About: Comcast

Description

Comcast support will consistently walk us through the same troubleshooting steps. These steps do not work or assist in anyway. Our internet connection will drop half of the day, and the other half does not fulfill the speeds we are paying for. A technician came to our residence and acknowledged connectivity issues but did not fix them. No other technicians came on site after that. Comcast makes the process of getting help nearly impossible. As a result, for months we have not been able to rely on our internet connection. We live in a building that requires Comcast to be the sole service provider. We are therefore trapped to use Comcast, and Comcast will not assist us to get the service we are paying for. It feels unfair and wrong that a company with that much power and money neglects to provide the service it claims to offer, and which we pay for. Our "high speed connection" averages at 6 Mbps, normally not strong enough for streaming of any type, and will drop most of the time. I hope something will be done about this. Upon calling customer support at Comcast, the call has consistently dropped and no one calls back; this is no coincidence.

Ticket: # 552721 - Data Cap Issue in Nashville with Comcast

Date: 9/25/2015 5:21:05 PM

Received via: Internet

City/State/Zip: Nashville, Tennessee 37204

Company Complaining About: Comcast

Description

Comcast just surprised me with a bill that shows that I owed \$180 for over cap surcharges. I called the same day I got the bill, and they also let me know that I owe another \$220 for over cap surcharges. (That's right, a surprise \$400). All I have been doing for the most part is watching Netflix, so it appears there was some kind of data problem going on that I was entirely aware of.

I haven't found out if they are planning to refund me for these egregiously high charges, but it is clear that there was a problem with Netflix playing too much content (or something beyond my knowledge was occurring). Regardless, I should at LEAST be given the chance to address the usage, and maybe pay a small surcharge the first month. But to get such an insanely high charge is seems terribly unfair, if not unethical.

In June, I did get a phone voicemail about this issue (saying that there were several months of "free overages" and I would be billed thereafter. So I actually stopped downloading large files, and thought that at most I would be billed \$10 or \$20 more if I somehow exceeded the threshold in a subsequent month. So this amount on the first month is simply outrageous. At the very least, some basic mercy needs to be shown, especially given that I NEVER had any intention of using large amounts of data, and NEVER had any intention of paying that kind of bill.

Thanks for any help you can provide in getting this resolved, and recognizing that Comcast needs to treat people fairly when they surprise them with such a nonsensical charge like this.

I am also reaching out to a few local news organizations as well, in hopes they will spread my story and ensure public pressure eliminates such poor billing practices. The public is not dumb enough to think that this is anything other than monopolistic greed at the heart of such billing practices. Otherwise, they would not start off by billing such a high amount like that and then having a policy in place that refuses to refund deeply angered customers such as myself.

Ticket: # 552875 - Cable Internet Price Increase**Date:** 9/25/2015 6:10:06 PM**Received via:** Internet**City/State/Zip:** West St Paul, Minnesota 55118**Company Complaining About:** Comcast

Description

I live in an area where my only option for Cable Internet is Comcast. This billing Cycle they increase my bill from \$54.13 to \$75.21. An increase of 38%. This would cause me to switch companies If there were any other options for cable internet that come close to this speed. Unfortunately, there is not and I am stuck paying whatever Comcast decides they want to bill.

I called the company to find out why they increased my bill and they claimed that I had received a promotional price at first and that this price has run out. He implied that this price I now have is a second year promotional price and subject to increase again. I do not remember being told that it was a promotional price when i signed up for service. When i asked for solutions, I was told that if i dropped my cable tv it would increase my bill. if i both dropped my cable tv and halved my internet speed it would be close to my previous bill. The representative also offered to put me on a higher speed for my current new price. I suspect that this would have also been a promotion that itself would then increase the bill even higher.

To summarize, my complaint is that Comcast is taking advantage of being the sole provider and increasing its pricing unfairly as a result.

Ticket: # 552889 - Comcast is a monopoly, please help us!

Date: 9/25/2015 6:12:36 PM

Received via: Internet

City/State/Zip: Hendersonville, Tennessee 37075

Company Complaining About: Comcast

Description

I'm sure this isn't the first time you have heard about Comcast, but they are very frustrating.

They are the ONLY choice I have at my location for internet access. So, as the only provider in the area, they definitely take advantage of the situation. From inflated prices to terrible customer service to data caps. It is sad that Europe pays half of the price that Americans pay and get faster speeds. I never would think that Europe could do something better than this country, but they have us beat.

Perhaps it is time to look to Europe to see how things are done over there. In my experience, if you aren't doing something as good as someone else, find out what they are doing different. Copy them, then do it better.

Also, placing a cap on the amount of data you can use each month, really? I thought that this was 2015, not 2000. How sad. Companies caught in the past and doing whatever they can to make more and more. I am all in for companies making a profit, but again, on data caps???

If there was more competition, then this may not be an issue. Maybe using the same model that was used when de-regulating the power companies would work here, as well. Comcast owns the pipe, but the content can delivered by other companies at competitive prices.

Please reign in these monopolies and make them a little more customer friendly.

Customer service is a whole other issue....

Thank you.

Ticket: # 552901 - Data Cap Test Markets and Comcast

Date: 9/25/2015 6:21:19 PM

Received via: Internet

City/State/Zip: Huntsville, Alabama 35803

Company Complaining About: Comcast

Description

I currently live in Huntsville, Alabama and unfortunately live in an area where Comcast has implemented their draconian data cap of 300 gb. I have a family of four people which have all grown up in the internet era and consume much of their news and entertainment from the internet. I have searched for alternate high speed internet services, however each one simply responds that "Unfortunately we cannot provide you with internet service, because that's Comcast's area." How is this not a monopoly? Why am I being charged extra for using a service I've already paid for? Not to mention the fact that this is only in select markets and not nationwide. This "test market" has been testing for 3 years! 3 YEARS! How long to they need to test this abomination?

My family regularly uses over 400 gigabytes of data a month and I'm being gouged \$10 per 50 gigabytes over. One game from steam can be 40 gigabytes! Just one game! Comcast is intentionally stifling tech companies around America by punishing their customers for using a service that they already pay a monthly price for! When I ask them for a detailed report of my data usage, they simply respond that they don't have one, and I have to take them at their word that they are calculating data correctly.

Bandwidth is not a finite resource. This isn't cellphone data we're talking about here where you try to limit usage to prevent over capacity. This is plain and simply Comcast abusing regional monopolies to gouge hard working American citizens out of their money, while limiting the viability of streaming video and video game download services. I've put complaint after complaint to Comcast's "Customer Service" and get the equivalent of a child sticking their fingers in their ears yelling "LALALALLALALALALALA." I'm sick of it. I want choices. I'm tired of being run over by corporate interests who only care about making as much money as possible. I want a fast, reliable, UNLIMITED internet service at a set rate and I deserve that.

Ticket: # 552982 - Comcast Scam

Date: 9/25/2015 7:03:59 PM

Received via: Internet

City/State/Zip: Glenview, Illinois 60025

Company Complaining About: Comcast

Description

I contracted Comcast Xfinity internet at the beginning of June for 49.95 a month. The first month was 69.95 with an extra \$20 for installation. The bills arrived as agreed upon. In August I received a telemarketing phone call from Comcast offering a limited cable service for an extra #5 a month. Despite my better judgement I agreed. My bills started coming for \$80.00 a month versus the \$55.00-\$60.00 a month amount offered during the telephone sales call. Obviously upset, I called and was told that the warranty had ended and that the only package (if the \$80 a month plan, which was supposed to be guaranteed \$5 extra a month) was now going to be \$80.00 anyway. This has been an absolute scam and I demanded the initial service I requested restored but they refuse.

Ticket: # 553175 - Comcast Data Cap Overage Charges

Date: 9/25/2015 10:43:45 PM

Received via: Internet

City/State/Zip: Canton, Georgia 30115

Company Complaining About: Comcast

Description

My bill is over \$200 this month due to the data cap. There is no reason to have a data cap and 300 GB is way too small. I want the data cap removed and the overages to be removed from my bill.

[Ticket: # 553196 - Comcast will not allow me to cancel](#)

Date: 9/26/2015 12:07:53 AM

Received via: Internet

City/State/Zip: Tamarac, Florida 33321

Company Complaining About: Comcast

Description

Comcast has recently imposed a data cap on our internet service. I am no longer able to afford the \$180/month fee for TV and internet. In fact, we no longer use cable TV. I have made several attempts to cancel all services except internet, but have not been yelled at, hung up on; ultimately spending over 10 hours on the phone. I would like to be fairly charged for decent service instead of being blackmailed because I live in a monopolistic zip code. I pay for 50mb/s internet, yet was recently upgraded to 75mb/s -- despite all of this, I still can barely stream Netflix from my TV and speed tests show only 12mb/s. I have been contacted by Comcast and they also promised a credit in which they never gave.

[Ticket: # 553281 - comcast](#)

Date: 9/26/2015 8:24:41 AM

Received via: Internet

City/State/Zip: Lauderdale Lakes, Florida 33319

Company Complaining About: Comcast

Description

stop the cap that comcast is starting in oct. controlling how much im using the internet

[Ticket: # 553288 - Additional internet Usage from comcast](#)

Date: 9/26/2015 8:30:38 AM

Received via: Internet

City/State/Zip: Marietta, Georgia 30067

Company Complaining About: Comcast

Description

Comcast in charging additional money for internet

Ticket: # 553334 - Comcast Internet

Date: 9/26/2015 9:10:31 AM

Received via: Internet

City/State/Zip: Toms River, New Jersey 08755

Company Complaining About: Comcast

Description

I want to say this has been going on since the beginning with Comcast Internet.

In the past I have had to call Tech. Support to resolve issues with my internet lagging. I have been told multiple times that it was my equipment. So, either my wife or I have taken time to change out/upgrade our "Comcast" router on multiple occasions.

On 12Sep2015 I decided that I would upgrade the internet speed. I called that morning to upgrade to Comcast's 105-150 mbps internet speed option. Customer Service told me it would take about an hour to see changes in my services. In the meantime, I went on to Comcast's internet speed tool online and found out I was getting a download speed of ~11 mbps, which is much lower than the 25 mbps I was supposed to be getting.

Two hours went by, I contacted Tech. Support and told them I was still at <20 mbps. I was told that it should be setup within the hour.

Two hours later, I contacted Tech. Support and again told them I was still at <20 mbps. I was again told it should be setup within the hour. They closed.

The next morning I checked the speed again and it was <10 mbps. I immediately called Tech.

Support and they ensured me this would be resolved. The person on the phone told me that "the switch was never turned on" and she would be doing it now and it would be setup within the hour. A few hours later, I contacted Tech. Support and again told them I was still at <20 mbps. This time, the woman on the phone said, "Mr. (b) (6) I see that there is a problem with your lines and we will need to send out a technician."

A tech was scheduled for the next afternoon.

The tech came into the house, verified all my equipment and signals going into the house. He said that because my house was the only house tied into their main box on the street, the signal I was receiving was too strong. He said that an "outside" tech would need to come and work this issue out. He also said that the tech would be at our house no later than Weds. and that we didn't need to be home since there were no issues inside the house.

Thurs. morning, before going to work, I checked the internet speed and still was at <20 mbps. I called Customer Support and again told them my issues and told them that I wanted to cancel my subscription. The person on the phone ensured me she would take care of this and that a Tech would be scheduled and to my house.

Friday morning, before going to work, I checked the internet speed and still was at <20 mbps. Again I called Customer Support and again told them my issues and told them that I wanted to cancel my subscription. This time the person on the phone told me that a maintenance order was never placed. The person on the phone ensured me she would take care of this and that a Tech would be scheduled and to my house.

Saturday morning, I called Customer Support and again told them my issues and told them that I wanted to cancel my subscription. The person on the phone ensured me she would take care of this and that a Tech would be scheduled and to my house.

Sunday mid-afternoon, a Tech knocks on my door and we stare at each other for a while, until he says, "Has another tech already been here?" I proceed to tell him what has been going on and he

tells me that they scheduled the wrong tech, that I required an "Outside" tech. I immediately called Customer Support to cancel my subscription. The person on the phone ensured me she would take care of this and that a Tech would be scheduled and to my house and it would probably be in the middle of the night(?) as they didn't need to go into my house. Monday night I finally CANCELLED my subscription.

My issue is, I have been paying \$230-250/month on cable and internet. Based on what has happened this time around, I feel that there never was any issues with my equipment or setup. The issue was with Comcast's lines coming from their main box going into my house. Not being internet savvy, I never checked "speed test" until this time and I never knew that the signal coming into my house was so intermittent. I think that if I never checked, Comcast would just keep taking my money and never actually fix the issue. Please do not allow this to happen to anyone else.

Thank you in advance for your time and consideration regarding this matter.

(b) (6)

Ticket: # 553337 - Poor service & poor customer service

Date: 9/26/2015 9:19:23 AM

Received via: Internet

City/State/Zip: Ft Campbel, Kentucky 42223

Company Complaining About: Comcast

Description

Internet service spotty at best, shuts off and on a daily basis. Call in unable to find acct even though the number they gave me is not listed. Double charged and nobody can fix although entire bill was paid last month? Calls take at least 30 minutes for anything.

Ticket: # 553338 - Data cap

Date: 9/26/2015 9:21:58 AM

Received via: Internet

City/State/Zip: Knoxville, Tennessee 37922

Company Complaining About: Comcast

Description

When my internet was set up I was not made aware of data caps. Once again, the monopoly that is Comcast is trying to butt fuck the entire south. They are taking advantage of the United States population and nothing will be done to stop them. I urge the FCC to ban Comcast from doing this, data caps are purely a business decision and are not rooted in network engineering. Please the help the common man stand up and fight against Comcast.

Ticket: # 553480 - Comcast Data Cap

Date: 9/26/2015 11:24:49 AM

Received via: Internet

City/State/Zip: Alpharetta, Georgia 30004

Company Complaining About: Comcast

Description

Hi, I was recently sold an "unlimited" Internet data plan by Comcast. Turns out, I live in an area (Alpharetta, Ga.) where they charge you for going over 300 GB. They knew this when they sold me the "unlimited" plan. When I called them to explain the deception, they said they couldn't do anything about it. The data cap itself is outrageous, dare I say, undemocratic. Making it worse, they flat out lied to me and refuse to help in any way. This is the worst customer experience of my lifetime. And this data cap needs to go!

Ticket: # 553483 - Poor Customer Service

Date: 9/26/2015 11:30:15 AM

Received via: Internet

City/State/Zip: San Francisco, California 94127

Company Complaining About: Comcast

Description

Ongoing install issue with Comcast Internet. 8 weeks and counting of endless waiting on hold for customer service.

Ticket: # 553557 - Comcast convoluted pricing and forceful marketing

Date: 9/26/2015 12:34:50 PM

Received via: Internet

City/State/Zip: Washington, District Of Columbia 20005

Company Complaining About: Comcast

Description

Comcast has continuously raised the price of my basic net service on an annual basis claiming that the price I was currently on is promotional. I am often forced and coerced into purchasing a bundle with TV, which I am constantly trying to fend off because I do not own a television and travel frequently for work and would rather not waste my money. The most recent ordeal that I am in is where comcast is trying to raise the price of basic internet (lowest possible of 25mbps) to \$67 + taxes per month. I have tried to talk to customer services on many occasion and I'm met with agents who try to sell me an internet + cable bundle, which they claim to be cheaper. And that I now know is not the case because in 6-12 months they will come and raise the price claiming that I was on a promotional offer previously. It's extremely frustrating. I would like more transparency in pricing and a flat rate for internet that is not always "promotional"

Ticket: # 553618 - Comcast early cancellation fee

Date: 9/26/2015 1:08:54 PM

Received via: Internet

City/State/Zip: Atlanta, Georgia 30327

Company Complaining About: Comcast

Description

Charging an early termination fee of \$170.00 although (b) (6) promised and guaranteed me it would be waived. Comcast is now saying this was not in writing.

I converted my residential account to Comcast Business going from 140.00 a month to 300.00 a month.

(b) (6)

Business Services Representative

Comcast Business Services – Central Division

(b) (6)

Ticket: # 553636 - comcast internet service

Date: 9/26/2015 1:18:45 PM

Received via: Internet

City/State/Zip: Fort Pierce, Florida 34949

Company Complaining About: Comcast

Description

In April of 2014 I moved into a high rise condominium that has an exclusive contract with Comcast to supply TV and internet service to each apartment. The association pays for the TV service and each apartment owner contracts with Comcast for internet service. I subscribed with Comcast for a high speed internet plan at a promotional price of \$19.95 a month for one year. At the end of one year it was to revert to the normal price of \$34.95 a month. In April of 2015 the price increase went into effect. All was well. Now it is September of 2015 and my next bill has another increase to \$53.95 per month for the same service. There was no prior notice or reason for the increase. I am retired and rely only on social security for my income. An increase of this nature without a prior notice is a hardship for me. I have been unable to contact Comcast customer service to talk to a representative regarding this. Every phone call results in only listening to a myriad of recordings and at the end a notification that if you want to speak to a customer service person there will be a charge of \$5.99. It boils down to the fact that Comcast has set up their system to totally ignore their customer base knowing that you have no choice but to pay whatever they decide because you are unable to go to a competitor for service. This is not right. One should have the choice to contract with any company that can supply the service you need, and you at the very least should be able to contact customer service and discuss your complaint.

[Ticket: # 553663 - internet service](#)

Date: 9/26/2015 1:42:17 PM

Received via: Internet

City/State/Zip: Mount Laurel, New Jersey 08054-6922

Company Complaining About: Comcast

Description

Very slow internet service

[Ticket: # 553672 - Comcast monopoly and data cap](#)

Date: 9/26/2015 1:50:28 PM

Received via: Internet

City/State/Zip: Brandon, Mississippi 39047

Company Complaining About: Comcast

Description

Comcast is effectively the only high speed internet provider in my area as well as many others. As data streaming devices become more and more a part of the U.S. economy, Comcast has used their monopoly to charge penalty fees for exceeded an arbitrary data allowance. There are no technological limits that require this fee (as I understand). Therefore, it is simply a case of gouging because they can. Please dig into this. Our country needs high speed internet, especially in rural and less progressive areas like Mississippi. Exorbitant fees are not the answer. Greater public good as well as normal competitive business practices are.

Ticket: # 553693 - Late Fee charged, even when automatic payment configured

Date: 9/26/2015 2:10:22 PM

Received via: Internet

City/State/Zip: Chicago, Illinois 60622

Company Complaining About: Comcast

Description

Comcast charged me a late fee of \$9.99, even though my account was in good standing. Apparently they SAID there was some issue with the automatic payment (my credit card which is valid and has over \$20,000 of credit available and which has had no issues with other vendors), and they charged a late fee without notifying me that the payment did not go through. Calls to support were unresponsive (i tried to update the payment, they kept saying that i wanted to "update my address")

[Ticket: # 553705 - Comcast not providing service described](#)

Date: 9/26/2015 2:18:01 PM

Received via: Internet

City/State/Zip: Santa Cruz, California 95060

Company Complaining About: Comcast

Description

I am paying for 150 mb/s download speed from Comcast in Santa Cruz, CA. Speedtests within one foot of the router show an average over 4 tests of 41 mb/s download speed.

Ticket: # 553721 - Unable to be given accurate final account balance

Date: 9/26/2015 2:30:06 PM

Received via: Internet

City/State/Zip: Chicago, Illinois 60638

Company Complaining About: Comcast

Description

I closed my account with Comcast at the end of July. I returned all of my equipment over the next month and was told to wait for my final bill.

After a few weeks I called comcast and was told that I did not have a balance remaining. I was happy but a bit concerned as my initial call said to expect something in the mail. The very next day(September 25th) I get a Bill for \$24.98. I can afford this, but I called comcast again to confirm. Was told once again that I do NOT have any sort of bill and that she would send me an email to confirm this. She sent this specifically because I asked for something in writing to verify what she was saying, as I did not want the account to go into collections.

I did not check my email til the next day, but all I was sent was a referral to log into my account, which when I did showed the same \$24.98 balance. I go onto the live chat and am once again assured that I owe nothing.

I ask for something to change on my account or to be sent an email directly stating this and am told he does not have the ability to. I even am asked to give my account information(this concerned me a bit) so that he can verify by logging into my account. I do, and he is not even able to log into my account for quite some time. When he finally does, he claims that no bill is shown when he goes to the billing page. I refute this because I log in and do the exact same tab and see the bill...even offering a screenshot. He still keeps up saying he cannot see a balance so I ask for a supervisor so as to be sent SOMETHING that would verify what I have been told.

I get the supervisor and he deflects any and all of my questions but finally states that he is now certain that I owe \$24.98, claiming that the 3 previous representatives had pulled up the wrong account. He is very terse and dismissive of my questions and clearly is just looking to end this as soon as possible. He deflects my questions until I call him out as such and now his reasons before that were "possibilities" are now fact and they DID look up the wrong account.

I am still not 100% sure if I owe \$24.98 or \$0, and the way this was handled was ridiculous that I had to go to the lengths I did just to verify how much I had owed. If I had listened to the first 3 people, it is very possible I would have this sent to collections and it would negatively affect my credit.

Ticket: # 553724 - Unable to be given accurate final account balance

Date: 9/26/2015 2:30:48 PM

Received via: Internet

City/State/Zip: Chicago, Illinois 60638

Company Complaining About: Comcast

Description

I closed my account with Comcast at the end of July. I returned all of my equipment over the next month and was told to wait for my final bill.

After a few weeks I called comcast and was told that I did not have a balance remaining. I was happy but a bit concerned as my initial call said to expect something in the mail. The very next day(September 25th) I get a Bill for \$24.98. I can afford this, but I called comcast again to confirm. Was told once again that I do NOT have any sort of bill and that she would send me an email to confirm this. She sent this specifically because I asked for something in writing to verify what she was saying, as I did not want the account to go into collections.

I did not check my email til the next day, but all I was sent was a referral to log into my account, which when I did showed the same \$24.98 balance. I go onto the live chat and am once again assured that I owe nothing.

I ask for something to change on my account or to be sent an email directly stating this and am told he does not have the ability to. I even am asked to give my account information(this concerned me a bit) so that he can verify by logging into my account. I do, and he is not even able to log into my account for quite some time. When he finally does, he claims that no bill is shown when he goes to the billing page. I refute this because I log in and do the exact same tab and see the bill...even offering a screenshot. He still keeps up saying he cannot see a balance so I ask for a supervisor so as to be sent SOMETHING that would verify what I have been told.

I get the supervisor and he deflects any and all of my questions but finally states that he is now certain that I owe \$24.98, claiming that the 3 previous representatives had pulled up the wrong account. He is very terse and dismissive of my questions and clearly is just looking to end this as soon as possible. He deflects my questions until I call him out as such and now his reasons before that were "possibilities" are now fact and they DID look up the wrong account.

I am still not 100% sure if I owe \$24.98 or \$0, and the way this was handled was ridiculous that I had to go to the lengths I did just to verify how much I had owed. If I had listened to the first 3 people, it is very possible I would have this sent to collections and it would negatively affect my credit.

Ticket: # 553743 - Customer Service Failure.**Date:** 9/26/2015 2:42:24 PM**Received via:** Internet**City/State/Zip:** Orange Park, Florida 32065**Company Complaining About:** Comcast

Description

On Sept. 26 2015 there was an absolute customer service breakdown. What should have been an easy and straightforward process turned into a 2 hour ordeal which resulted in 4 separate phone calls, 11 different customer service representatives in 4 different departments.

On the morning of the 26th my husband decided to upgrade our Internet speed. For the past 6 months or so we had 3Mbps at a cost of \$14.99. Since we prefer to handle customer service online we went online and signed into our current Comcast account. After we signed in, we clicked on "Upgrade" and reviewed the available upgrades. We chose the 25Mbps for \$29.99. We added the service to the cart and checked out. During the check out process it informed us that we would need to chat with someone to finalize the order. A chat box opened and the representative confirmed that we wanted to upgrade our Internet speeds and stated that she could complete the order but to put the order in our Internet service would go down and the chat would disconnect. She stated that the chat box would automatically reconnect when the Internet had been restored and at that time she would confirm it was completed and give us the new service cost. After a few minutes the internet service was restored but the chat box still showed as being disconnected, so I waited 10 minutes after this point to see if the chat agent would be reconnected with me. At the end of the 10 minutes the box still showed as being disconnected so I attempted to refresh the window. After the refresh the chat page would not load.

Starting to feel annoyed I called into the customer service dept and spoke with someone who didn't really seem to understand the situation. The second representative incorrectly stated that we were trying to upgrade to 75 Mbps and that it would cost a \$10 upgrade fee. When I asked for clarification the representative would just say "Okay" or "Um" over and over again. Feeling as if I wasn't getting anywhere with her I asked to speak with a supervisor. The second representative placed me on hold but during the hold the line disconnected.

Feeling that I would have better luck using the chat I reopened a chat box. Once I was connected with the third representative, I explained the situation. The third representative confirmed that the upgraded speed order had been completed but stated that the cost would be \$66.95. When I explained that I didn't agree to that price, the third representative said that they couldn't do anything about giving me the online price and that I would need to contact their Customer Solutions Team with the phone number provided. When I asked to have my account reversed back to the 3 Mbps for \$14.99 the third representative said that she couldn't.

So I call the number provided and speak with my fourth representative who explains that they can't help me but who will get me to someone who can. I'm warm transferred to my fifth representative who says that she can't help me either because I need to speak with someone in the Online Customer Solutions Team. She then dumps me into the Sales Departments phone line.

At this point I'm frustrated. I've been on the phone for over an hour and have spoken to 5 different people.

When the sales representative picks up, I'm practically in tears. I explain to him the situation and he says that he'll try to push through the adjustment for the \$29.99. After about 5-10 minutes he says that he's unable to push through the adjustment and that I have to call their "Movers Edge" department who can adjust my account.

Feeling like I'm getting the run around and now deeply frustrated I call the Movers Edge Department. I speak with Matt who seems to know what he's doing. He expresses ownership of the problem and says that it will be no problem to get the account adjusted to the \$29.99 for the 25Mbps. I think FINALLY I'm close to this ordeal being over. To finish up the request Matt needs to place me on hold. I agree and then sit on hold over 10 minutes. After 10 minutes the line disconnects. I'm furious.

I call back. I speak to my seventh representative of the day. I explain to her what was going on and that Matt stated he could help me and that I would really like to get this resolved as at this point I'm close to 2 hours on the phone. The seventh representative (who is in the same department as Matt) says that she can't help me and that I need to speak to someone in the Retention Department. Not understanding how 2 people in the same department can have 2 different answers I request to speak to her manager. She says okay and places me on hold. After about a minute she says that she has someone in the Retention Department who will be able to help me and drops me off with Michelle. At this point I'm livid. I'm speaking to my eighth representative, having to explain the whole situation again and I'm now over 2 hours on the phone.

Michelle states that she will do me a favor because the \$29.99 deal is only for new customers but that she will give me this deal.

So after 4 phone calls, 8 customer service representatives and 2 hours on the phone I finally get my account corrected.

Comcast is the only ISP in my area. Comcast knows this, so we are forced to endure terrible customer service. Comcast's customer service is well known around the country.

My complaint is as such as that I shouldn't have to make multiple calls, speak with multiple departments and speak with multiple representatives to have my account corrected. I feel that I was purposefully given the runaround in hopes that I'd get frustrated and give up in the hopes to collect the \$66.95 a month. This type of evasive customer service allows Comcast to advertise one price but charge another. This type of behavior needs to be stopped.

Ticket: # 553754 - Slow Wifi

Date: 9/26/2015 2:59:47 PM

Received via: Internet

City/State/Zip: Logan, Utah 84321

Company Complaining About: Comcast

Description

We had the wifi set up about 4 weeks ago. It was working well until this past weekend. None of our devices (phones or laptops) could find the wifi to connect to it. We tried resetting it multiple times, but nothing was working. After multiple calls with customer service we got it up and running. Although, now it is extremely slow. It takes forever to even load a simple web page up. We can hardly do anything on the wifi. There are 6 of us students living at the apartment and it is extremely frustrating because we can't do any of our homework from home if it involves the internet. It is slow even when only one or two people are on it. We aren't happy with it at all and would like it to get fixed. We are also tired of talking on the phone with customer service for long periods of time when it doesn't always help our problems, and because we have to do it so frequently.

Ticket: # 553834 - Comcast is over charging me

Date: 9/26/2015 4:05:39 PM

Received via: Internet

City/State/Zip: Sunrise, Florida 33351

Company Complaining About: Comcast

Description

I have been over paying month after month after calling and calling... was promised it would be fixed after several hours wasted and calls while I was at work.

Name on account: (b) (6)

Service Address: (b) (6)

Sunrise FL 33351

Phone # on account: (b) (6)

My original promo was supposed to be locked in at 39.95 per month inc tax.... I purchased my own modem for that reason.

*look at the first bill that had to be fixed and it shows I paid 39.99 and had service reconnected.

*So much time wasted talking to cust serv I was offered 50mb upgrade complimentary.

*Was charged for 2nd TV box. asked to return TV box and did. (never requested 2nd box in the first place)

[Ticket: # 553958 - Comcast's refusal to honor local franchise agreement and provide my neighborhood with service](#)

Date: 9/26/2015 5:37:34 PM

Received via: Internet

City/State/Zip: Grand Ledge, Michigan 48837

Company Complaining About: Comcast

Description

Despite it being explicitly called out as something they must do Comcast refuses to extend their network .5 miles to provide access to high speed internet.

Ticket: # 554008 - Consistent lying and Scamming**Date:** 9/26/2015 6:31:52 PM**Received via:** Internet**City/State/Zip:** Swartz Creek, Michigan 48473**Company Complaining About:** Comcast

Description

When I first signed up for Comcast Business, my roommate had Comcast Xfinity already. I worked remotely from home using remote connections to fix computers. I hit the 250 gig max and Comcast began to threaten to bill me by the gig. I discussed with them and they stated the only way around the 250 gig max was to switch to Comcast Business. I specifically told/asked them that I will only need this for up to 6 months until I was done with this type of work. They had no problem switching the home internet including not charging me for the cancellation of the home internet to switch to the Business internet since obviously it was 4 times the price. I was assured the basic package of 16 gigs down was fast enough to do my work. I asked them once the 6 months is complete can I move back to my home internet instead of paying the extra money. They stated it would be no problem since I was staying with the company plus my years being with them. Perfect, so I made the switch. 6 months later when I was no longer doing that type of work I called to switch back. I was treated very rudely and was told that was possible but I had to pay some outrages cancellation fee that I was promised wouldn't be the case. I let it go and continued paying the over priced amount. I then called them asking if I could use my own modem since I was renting one for \$13 a month. The first person told me it would be no problem, I just need one that was compatible and he provided me a list of them on the website. I purchased one not realizing the list I was looking at was for home internet. I called in to switch it they told me I needed a Business compatible one. I purchased a second one from the Business list. Called in to get it switched and then they decided to tell me since I have a static IP address, its not possible for me to use my own hardware. Ok so I moved on from that and continued to pay the rental price. I ran into some financial issues and let my bill over lapse. I contacted them and discussed with a tech on 8/25/2015 to try to resolve the issue. He was not part of billing so was unable to work out a payment plan but did supply me with information to contact billing. We did decide to lower my internet speeds and to give up the static IP address to reduce my bill since I wasn't receiving internet anyways. He assured me I would not be charged for the full price. The Billing department being closed I called them within a couple days and spoke with a very rude lady, I wanted to set up a payment plan to start paying on my bill. I was short on cash so I proposed starting my first payment of \$100 and to set up auto payments for the future. She made a snarky noise then stated whats a \$100 going to do? I had no intentions of turning my internet back on at that moment but she would not make the payments. I stated I would call back later to pay the balance in full since apparently it had to be a full amount or they were not able to take my money. I told her it would take me 4 weeks total to have enough cash to pay the full amount so I could at least get it on record so it wouldn't move to collections. I received a call from a company pretending to be Comcast that stated if I paid the amount of 657.15 my internet would be turned on in an hour or 2. Today 9/26 being Saturday, I look at my online balance and see no pending charges, I check my bank statements online and see a pending charge for the amount of 657.15 from a DCI-Comcast. I contact the number he called me from and it was a debt collections company. I discussed with the guy who states it can take 48 business hours before Comcast would be contacted regarding the payment but if Comcast requested the information from them he would be able to provide them with the information the bill was paid in full as I stated it would be. Contacted Comcast and spoke with Jason, Jason

states he is showing my account as being hard disconnected meaning I am not able to get my internet turned back on at all, plus since he is not in billing he is unable to check to see pending charges from the collection company. He was able to verify on 8/25 my request to drop the internet speeds to reduce the price was in the system but the billing cycle from 8/28 to 9/27 shows me paying the full price for the stuff I had canceled. Asked Jason about why I am being charged for the items I requested to be removed and Jason stated they are not able to change the services since they were in a soft disconnect which is exactly the opposite of what the previous guy stated to me on 8/25. Every time I contact them, I get lied to over and over again. I don't consider myself an unreasonable person but this is just plain wrong. Thank you

Ticket: # 554037 - Lack of competition causing high bill pricing

Date: 9/26/2015 6:58:58 PM

Received via: Internet

City/State/Zip: Canton, Georgia 30115

Company Complaining About: Comcast

Description

To whom it may concern,

I live in a large neighborhood and yet have a single choice of Internet connectivity: Comcast. There are no DSL providers that service this address and certainly no other cable providers. From articles I've read online, I believe Comcast are charging me a higher bill than I should be paying and I have no option to shop around because they are the only high speed internet provider available.

I'm not sure if it is issues in the local government permitting exclusive franchise agreements (that should be illegal) or if Comcast have bought out all the competition to become a regional monopoly, but my bill continues to rise while my service is reduced (e.g. recent monthly data caps added).

When I read online (<http://arstechnica.com/staff/2015/09/comcast-doubled-my-speed-and-lowered-my-bill-competition-works-sort-of/>) that other Comcast customers are paying close to half my bill for twice the service speed because competition exists in a region, something must be wrong here. (I pay \$79 for 50Mbps Internet only, others with competition, \$54 for 100Mbps)

I ask the FCC to investigate why there is no competition that should create a healthy market for the consumer (me) and investigate if Comcast are setting higher bills in areas that no alternatives exist and are raising prices despite falling costs.

Many thanks for your attention.

(b) (6)

Ticket: # 554051 - comcast Internet

Date: 9/26/2015 7:10:52 PM

Received via: Internet

City/State/Zip: Weston, Florida 33327

Company Complaining About: Comcast

Description

Comcast sent out a letter stating that effective 10/1, our internet will be capped at 300 GB and to get more we have to pay extra. They did not tell me this when I signed s year contract with them earlier this year.

Ticket: # 554072 - CAPS ON TOTAL MONTHLY INTERNET

Date: 9/26/2015 7:38:01 PM

Received via: Internet

City/State/Zip: Brentwood, Tennessee 37027

Company Complaining About: Comcast

Description

COMCAST RECENTLY STARTED TO CAP THE USE OF OUR HOME BASED INTERNET. AT FIRST IT DIDN'T SEEM LIKE A BIG DEAL, BUT NOW IT IS ALMOST IMPOSSIBLE TO WATCH A REASONABLE AMOUNT OF NETFLIX OR OTHER STREAMING VIDEO WITHOUT EXCEEDING THE 300 G LIMIT. THIS IS RESULTING IN AN ADDITIONAL \$10 CHARGE PER MONTH.

WHEN YOU COUPLE THIS WITH HAVING TO PAY FOR HUNDREDS OF CHANNELS WE DON'T NEED OR WANT, OUR \$200 MONTHLY BILL SEEMS EXTORTIONATE. IN FACT, MOST OF THE PROGRAMMING WE ARE FORCED TO PAY FOR IN OUR BUNDLE WE CONSIDER MORALLY AND SOCIALLY OFFENSIVE.

I BELIEVE THAT COMCAST SHOULD NOT IMPOSE DATA LIMITS OR CHARGE EXTRA IN THIS DAY AND AGE WHERE EVERYTHING WE DO REQUIRES AN INTERNET CONNECTION. I DIDNT AGREE TO THIS ADDITIONAL CHARGE WHEN WE INITIATED SERVICE...THEY JUST IMPOSED IT UNILATERALLY.

I'M REQUESTING THAT THE FCC PLEASE THROTTLE COMCAST'S INSATIABLE QUEST FOR OUR DOLLARS AND FORCE THEM ELIMINATE DATA CAPS AND MANDATE A REASONABLE COST, "A LA CARTE", APPROACH TO PROGRAMMING.

SINCERELY, (b) (6)

[Ticket: # 554108 - Comcast 300 GB data cap on internet](#)

Date: 9/26/2015 8:14:26 PM

Received via: Internet

City/State/Zip: Charleston, South Carolina 29203

Company Complaining About: Comcast

Description

This is unreasonable and anyone in their right mind with sufficient technological know-how can see why this policy is an insult to customers.

Ticket: # 554126 - Comcast Abuse

Date: 9/26/2015 8:44:31 PM

Received via: Internet

City/State/Zip: Miami, Florida 33147

Company Complaining About: Comcast

Description

Comcast has been giving me fake charges and they have also been increasing my bill so high every month to a point I can even pay them..And when u cant pay them they charge me about 18 dollars just to reactivate!..I don't know what to do this is the only company im allowed to get where i live..

[Ticket: # 554166 - Comcast Data Usage Cap](#)

Date: 9/26/2015 10:32:04 PM

Received via: Internet

City/State/Zip: Marietta, Georgia 30064

Company Complaining About: Comcast

Description

I do not understand the need for a 300GB data limit for Internet usage with Comcast. The fee for going over the limit is egregious and unnecessary. Please stop Comcast from enforcing this data cap. They already have a monopoly in our area on being an internet provider. There's no competition. Basically it forces its customers to comply or spend extra money buying more data.

Ticket: # 554174 - Comcast data cap and consumer gouging

Date: 9/26/2015 10:56:35 PM

Received via: Internet

City/State/Zip: Plantation, Florida 33324

Company Complaining About: Comcast

Description

I object to this new policy of forcing customers to pay more for exceeding pre-established data caps by this greedy corporation. The caps will be exceeded even by moderate users of the internet due to forced video ads on pretty much every single web page that one loads into a browser. This is not right. These cable companies are already charging us too much for internet service. Now Comcast wants to charge us a \$30 av month fee to prevent them from charging us even more fees. This is a rip off. The government needs to do something to stop this practice of capping. If they are going to meter our internet usage like an electric power company then we should be charged only for data that we call up. This means a ban on all forced internet advertising. PLEASE do something. We have no one to protect us!

[Ticket: # 554178 - Data Cap is WAY too limiting](#)

Date: 9/26/2015 11:00:38 PM

Received via: Internet

City/State/Zip: Acworth, Georgia 30102

Company Complaining About: Comcast

Description

300gb data cap that comcast is placing on households is ridiculous and they know it. I haven't gone a single week without going over the limit and I need the bandwidth for my job as a video editor.

Ticket: # 554208 - Unauthorized fee added to my Comcast account for a speed increase promotion

Date: 9/27/2015 1:38:10 AM

Received via: Internet

City/State/Zip: Buffalo Grove, Illinois 60089

Company Complaining About: Comcast

Description

Hello,

I am a Comcast customer. Recently, I was sent a letter in writing signed by the William F. Sweeney, VP of marketing and Sales of Comcast. The letter stated I would receive a speed increase after merely power cycling my home cable modem.

When I got my bill, they added a \$10 charge for this unauthorized change. Furthermore, I was on a 12-month promotion and they forced me to take a bundle of service (digital phone) in order to receive the phone. While I did not want nor need the phone service, I sent back the equipment so I did not incur a monthly recurring equipment charge. That promotion I was told by their agent a year ago that I would get to keep this promotion at \$49.95/mo and could renew it yearly as long as I called them and asked for the promotion to be re-added. My equipment speed was supposed to be 50Mbps (this is an important detail btw).

When I called to renew the promotion, multiple agents I spoke with said that they no longer would allow the prior promotion. They increased my bill from \$49.95 to \$76.95, which is more than \$200/year. When I complained, a particular agent said she could lower my plan to bring me back to the \$49.95 promotion but I would have to take on another bundle of cable TV (which I did not want as I do not watch TV). Now I have two bundles TV and digital phone service that I do not want nor need or use.

Furthermore, instead of having 50Mbps, the agent was vindictive and tanked my speed to 30Mbps, tacked on shipping charges for the equipment, adding a recurring monthly charge for the equipment, adding fees, and other charges.

I then complained further to their online chat customer service team and was given the run-around. I have sent a letter of complaint to William F. Sweeney about this deceptive marketing plan as well and have not received a response from him yet. Lastly, Comcast is the only service provider in my area. It is a monopoly position as AT&T cannot service my home due to technical issues/distances from their equipment station) and as I must have internet service for myself and my wife for work purposes, I request that the FCC somehow break up this monopoly, fine Comcast for this deceptive marketing/advertising ploy, and lastly help me to correct my monthly bill for my internet service.

[Ticket: # 554237 - Comcast Cap](#)

Date: 9/27/2015 7:32:22 AM

Received via: Internet

City/State/Zip: Miami Lakes, Florida 33016

Company Complaining About: Comcast

Description

Comcast is now rolling out a cap in my area of 300 gigs or charging extra fees. Internet is already very expensive, and this just makes it outrageous (150/month for just internet!). I teach online as a university professor and so need some speed to what I do, and as TV would make things more expensive we subscribe to netflix and prime, which puts our usage over 300 each month easily. Raise the cap to 650 for everyone that can show they have online video services, or let the internet not be capped again.

Ticket: # 554258 - Comcast Data Caps in Atlanta

Date: 9/27/2015 8:40:21 AM

Received via: Internet

City/State/Zip: Atlanta, Georgia 30067

Company Complaining About: Comcast

Description

Comcast has recently updated their policy to impose data caps of 300 GB/month on my 50 Mbps internet connection. If I were to use my internet to its full capacity, i.e. the product that Comcast sold to me, I would hit the caps in a very short time and be charged a fee for using the product that I already purchased from Comcast once. Furthermore, I feel that these policies are an attempt to force people like me who use internet streaming services such as Hulu, Netflix, and SlingTV to buy cable television from Comcast, which has no cap, even though it would be travelling through the same cable infrastructure to reach me. These practices are inherently noncompetetive and Comcast is leveraging their position as an internet provider to muscle out these companies and force me to buy Comcast's product. I feel like this is some kind of mob type shakedown and has no place in the American business landscape, with government bodies such as the FCC protecting the rights of consumers from behemoths like Comcast who are entrenched and will only come up with true innovation when forced to by competition. Instead they are being allowed to "innovate" new ways to take extra money from customers for services that they were already providing at a prior cost.

[Ticket: # 554293 - Comcast Internet usage caps](#)

Date: 9/27/2015 9:51:26 AM

Received via: Internet

City/State/Zip: Atlanta, Georgia 30316

Company Complaining About: Comcast

Description

My Comcast account has a "data usage cap" of 300 GB. I believe this violates net neutrality laws.

[Ticket: # 554320 - Comcast may be slowing download speeds on Playstation 4](#)

Date: 9/27/2015 10:42:08 AM

Received via: Internet

City/State/Zip: Brentwood, Tennessee 37027

Company Complaining About: Comcast

Description

I have noticed that the internet speed on downloading updates on my ps3, ps4 appears slower than wii, internet downloads. Now I am not sure if it is something wrong with my devices but when my Phone is faster at downloading an app than a playstation, i get kind of worried. It is something worth looking into.

[Ticket: # 554323 - Comcast deceptive practices](#)

Date: 9/27/2015 10:51:12 AM

Received via: Internet

City/State/Zip: Philadelphia, Pennsylvania 19146

Company Complaining About: Comcast

Description

Twice now comcast has performed unannounced price hikes on their service. Paying \$67/month for 25/5mbps is tantamount to price gouging. Customer service is minimally helpful and now I'll be looking for alternative ISPs

Ticket: # 554345 - Can't get service!

Date: 9/27/2015 11:15:31 AM

Received via: Internet

City/State/Zip: Monroe, Michigan 48161

Company Complaining About: Comcast

Description

I have been trying to get tv and Internet service through Comcast for the past 2 weeks. My first initial service install was canceled without warning to me. Upon calling to investigate as to why the technician never showed I was told about a previous balance from 3 1/2 years ago. Eventually I was able to come to an agreement and pay the bill. Since I have payed my bill I still can not get service because there is a been a block placed on my physical address and I have been round and round on hold for hours, transfered multiple times everytime I call and can never get anywhere with them. Now I have been promised return calls from a few agents but that has never happened. I also have been in contact with Comcast corporate and now they won't return my phonecalls. I would like to get service especially after I payed my past bill.

[Ticket: # 554368 - Data usage price change](#)

Date: 9/27/2015 11:55:22 AM

Received via: Internet

City/State/Zip: Oak Ridge, Tennessee 37830-5717

Company Complaining About: Comcast

Description

Xfinity/comcast has added a fee in some areas as test markets for consumers that go over a certain level in their internet data usage. As a result, our monthly bill has increased by between \$30 and \$50 each month. In the area where I live, there are no other provider available, thus xfinity/comcast can arbitrarily charge what they want and we must pay it because they hold a monopoly.

[Ticket: # 554380 - Comcast pricing](#)

Date: 9/27/2015 12:14:47 PM

Received via: Internet

City/State/Zip: Santa Cruz, California 95060

Company Complaining About: Comcast

Description

I called comcast 3 times for a quote within 15 minutes, and each time got very different quotes. I asked for their 105 Mbs download product with no contract.

Quote 1: \$85/internet, \$10/phone = \$95/month (I did not get install quote).

Quote 2: \$111.90/month with phone or \$94.95 without phone. Install: \$110

Quote 3: Phone: \$20 unlimited calling, Saver local only \$11.95. Internet and phone \$99/month. Install: \$25

They would not give me any of this in writing without signing up.

Ticket: # 554395 - Comcast Internet Service**Date:** 9/27/2015 12:32:29 PM**Received via:** Internet**City/State/Zip:** Calhoun, Louisiana 71225**Company Complaining About:** Comcast

Description

On 09/27/2015 I contacted service technician "Cody" and discussed the Comcast internet service to our home. I decided to up grade our service speed from 3Mbps under the "Economy Plus" package to a 25Mbps "package". I was transferred to "David", a billing rep, who quoted me a promotional package for the 25Mbps plan for \$29.99 monthly service fee plus \$10 monthly equipment rental. This promotional rate would be for 12 months and then the 25Mbps service plan would increase to the regular rate of \$59.99 per month. I accepted this plan and told "David" I accepted this plan. We were disconnected. When David did not call back, I called Comcast again and was connected to "Eric". Eric said he would "finalize" my new promotional plan David had entered on my account. Eric then said he could not "finalize" the promotional plan entered on my account, but he could offer me another promotional plan for the 50-75 Mbps plan for the same \$39.99 total monthly cost for 12 months and then the rate would increase to the regular rate for the 50-75 Mbps plan. I told Eric I did not want the 50-75 Mbps plan, I wanted the 25Mbps promotional plan offered by David, accepted by me and entered on my account. Eric said he could not do that, and I asked to speak to his Supervisor. I was connected to Supervisor "John". I explained my situation to John, he reviewed my account, he told me David did not have authority to offer the 25Mbps promotional plan he offered, I accepted and he entered on my account, and, furthermore, Eric did not have the authority to offer the 50-75Mbps promotional plan he offered and I rejected. John said there were no promotional offers available to me, and I could accept the regular plans and rates or continue with my "Economy Plus" plan. I have had problems with the service and billing on my account, the last problem being a billing problem for my August 22, 2015 statement. I want Comcast to honor the promotional offer for the 25Mbps plan made by David and accepted by me for 12 months at a total monthly charge of \$39.99 and then an increase to the regular monthly rate and charge for the 25Mbps. Thank you. (b) [REDACTED]

[REDACTED]
(6)

Ticket: # 554410 - False Advertising Bait and Switch

Date: 9/27/2015 12:59:00 PM

Received via: Internet

City/State/Zip: Atlantic Beach, Florida 32233

Company Complaining About: Comcast

Description

Sign into account, then try to select new service changes. Several options come up including one for Performance Internet at 29.99 for 25 MBS speed. Lets you select it as an existing customer then allows you go through the entire confirmation process. Once almost done it forces you to "chat" with a sales rep who tells you this deal is unavailable and attempts to sell you more expensive services. Bait and Switch.

Ticket: # 554421 - Comcast - horrible service

Date: 9/27/2015 1:25:59 PM

Received via: Internet

City/State/Zip: Boca Raton, Florida 33433

Company Complaining About: Comcast

Description

My internet service has been repaired 3 times in the past 90 days and still it doesn't work well. I scheduled an appointment on Sunday between 1 and 5. At 2, they called me to tell me they overbooked and they will not be coming. I travel for my home-based business and my wife works during the day. This appointment was critical to my home business operating efficiently. Comcast has again wasted my time by providing in for your service in having me wait around for them simply not to show up. Companies should have to compensate their clients for wasting their time. I am furious that they cannot fix the Internet service I continually pay for and then waste my Sunday afternoon by waiting for someone who isn't going to show up as scheduled

[Ticket: # 554460 - Comcast data cap](#)

Date: 9/27/2015 2:13:57 PM

Received via: Internet

City/State/Zip: Miami, Florida 33144

Company Complaining About: Comcast

Description

As of September 2015 Comcast Xfinity will start to charge a fee for data usage over 300gb. At no moment when I initially purchased the service did they mention a data cap. They sold the product as unlimited Internet service. This I believe will become an issue since my family used this utility at an average usage of 350gm a month. They add the fee with out warning and with out the ability to limit or stop the amount of data used on the customer side.

Ticket: # 554483 - Data Cap

Date: 9/27/2015 2:46:15 PM

Received via: Internet

City/State/Zip: Memphis, Tennessee 38127

Company Complaining About: Comcast

Description

I recently learned that my elderly parents were being charged overages because they reached their data cap. My immediate response was to cancel their service with Comcast and find someone else without a data cap. Comcast is the only internet provider in my parent's area. I was outraged. I did a little researched and discovered Comcast is performing a usage cap market "trial" in Memphis, TN since 2012. For nearly four years Comcast has been free to charge whatever they choose to customers without any competition from any other company. They have monopolized the home internet market and terrorized the American citizens of Huntsville and Mobile, Alabama; Atlanta, Augusta and Savannah, Georgia; Central Kentucky; Maine; Jackson, Mississippi; Knoxville, Nashville and Memphis, Tennessee; Charleston, South Carolina; and Tucson, Arizona. Comcast is limiting residential customers to 300GB of usage per month, after which an overlimit fee of \$10 per 50GB applies.

My parents have movie nights for their grandkids. They had no idea that paying the \$4.95 a month for Netflix would lead to an extra \$200 a month. Yes, they use the internet for everything. It is the way of the future and my parents are very tech savvy. They have cell phones and a child in college for engineering who uses the internet for all of her courses. In order to maintain their lifestyles they must succumb to the threats made by Comcast, "pay us or lose your quality of life, pursuit of happiness, and FREEDOM!"

Ticket: # 554530 - Poor customer service and service

Date: 9/27/2015 3:51:41 PM

Received via: Internet

City/State/Zip: Normal, Illinois 61761

Company Complaining About: Comcast

Description

I made a payment in cash Friday September 25, 2015. Was told my service would be on in 1 hr. Service was not turned back on. Website stats they are available 24/7. I have been unable to reach anyone since Friday night. I've tried to contact them through their 800# and their website. Automated service says my account is paid in full, \$0 outstanding balance due. Comcast is my courier. I live in Normal I, IL

Ticket: # 554534 - Comcast billing scam

Date: 9/27/2015 3:53:14 PM

Received via: Internet

City/State/Zip: Davie, Florida 33324

Company Complaining About: Comcast

Description

I signed up for comcast on 09/04 for their 25MB internet package which includes basic TV for \$39.99/month. I could not get self install working due to an issue with their line outside of my house. A technician came outside my house on 9/14 and fixed the issue and I was told there will be a \$40 charge. When I check my first bill online, I saw I I was being billed \$69.99 a month for the prorated month and the month in advance, plus \$39 and a \$40 for technician. My bill ends up being \$240! After chatting with agents they say the coupon code is not applying to my account correctly and they will escalate to correct the issue within 72 hours (ticket 150924-000370). On 9/27 I check my account, my bill is now \$244 (gone up \$4!) and monthly recurring monthly is \$129.99!!

Ticket: # 554543 - Comcast data caps and speed

Date: 9/27/2015 4:06:49 PM

Received via: Internet

City/State/Zip: White House, Tennessee 37188

Company Complaining About: Comcast

Description

I have called Comcast multiple times in regards to my very low internet speeds. I pay for 75mbp/s download, and on a good day I am lucky to receive an average of 10mbp/s. Somehow with these very low speeds I have also managed to "exceed my monthly data cap" of 300gbs. My normal \$60/month bill has now turned into \$90 for an additional 150GBs. I have voiced my concern to Comcast many times regarding both of these issues, only to be shrugged off with an attitude of "sorry about your luck". If there was another broadband option in my area, I would gladly switch in a heartbeat...but currently there are none. The mix of the consistently abysmally low speeds and the absurdly imposed data caps with no option to even raise my monthly allotment of data is a pretty blatant slap in the face from a massive ISP that obviously has no concern for it's customers.

Ticket: # 554545 - Comcast Customer service

Date: 9/27/2015 4:07:47 PM

Received via: Internet

City/State/Zip: Jacksonville, Florida 32256

Company Complaining About: Comcast

Description

4 months ago I moved into an apartment complex that only has Comcast Available. I ordered it early and asked to have the box sent to my old location so that I could have it for my move day. They mailed it to the apartment that I was moving into 5 times before I moved....The mailed it 4 more times once I had moved in. Fast forward 3 months. My internet simply doesn't work on Wi-Fi, Pay Comcast for their router and cannot connect to the internet and use more than 1 device at time. IE Netflix and computer. I have spent no more than 7 hours and 15 + phone calls up to this point trying to simply get the problem fixed. I even upgraded the internet connection because it was so bad. Up to this point I have received over 90 dollars in credits. The service guy came out yesterday and upgraded the wiring outside the router and the cable box. Now it is worse. My internet is constantly cutting in and out every 10 minutes. So today I have been on the phone with them for another hour trying to get a revisit. They told me they would escalate the ticket. They set an appointment for Thursday.....It is Sunday. I had to wait a week last time because I work during the week and cannot be home for visits. There is more to the story but at this point I think you get the gist of the situation

Ticket: # 554582 - Comcast Internet Service Monopoly

Date: 9/27/2015 4:55:03 PM

Received via: Internet

City/State/Zip: San Leandro, California 94577

Company Complaining About: Comcast

Description

I have one viable choice for internet in my neighborhood. That choice is comcast. They have recently raised my bill to \$80 a month. The bill was previously \$45 a month. I feel like something should be done for people like myself that live in areas only serviced by one provider. I have no option to leave comcast and choose another provider. When I contact them, they are rude, unresponsive and unwilling to provide me with a competitive rate. My previous address I had several options. Competition is the only thing that keeps these companies somewhat honest because they could care less about the customer. I spoke to a representative named Shay and was told that she could care less about helping me because she had been on her job for two years and they weren't going to do anything about her rude un-helpful customer service. Please help if you can!

Ticket: # 554610 - Comcast Data Cap 300GB in Memphis, TN

Date: 9/27/2015 5:21:02 PM

Received via: Internet

City/State/Zip: Memphis, Tennessee 38103

Company Complaining About: Comcast

Description

I am currently being charged \$10 for every additional 50GB of data used on my Comcast internet plan. I work from home; therefore, I use more data. I should not be charged for this! Additionally, where I live in Memphis, Tennessee (on Mud Island), there is NO OTHER company I can use for Internet services. AT&T does not cover my area and there are only two internet choices in 38103 - Comcast and AT&T. I am FORCED to used Comcast and I am being unfairly charged for data I have to use for my business.

Ticket: # 554615 - Complaint about Comcast

Date: 9/27/2015 5:26:18 PM

Received via: Internet

City/State/Zip: Portland, Oregon 97211

Company Complaining About: Comcast

Description

Once again treated with a complete lack of respect, accountability or consideration by several members of the customer care team and punished for a mistake that Comcast acknowledged making. How Comcast can continue to treat customers with such little respect and still function as a company is completely beyond me. When I called to inquire about service from one of their competitors, I was informed that Comcast is the 9th most despised company in the US. I'd like to say I'm surprised. However, after having spent 1 1/2 hours with 9 representatives to finally disconnect feeling dejected and disheartened by such a blatant lack of regard for basic humanity and compassion, I am sad to say that I am NOT surprised.

[Ticket: # 554648 - Comcast wifi](#)

Date: 9/27/2015 6:05:01 PM

Received via: Internet

City/State/Zip: Pembroke Pines, Florida 33029

Company Complaining About: Comcast

Description

Comcast has consistantly not been able to resolve Internet wifi service issues at my home.

Ticket: # 554653 - Comcast Data Cap

Date: 9/27/2015 6:10:29 PM

Received via: Internet

City/State/Zip: Goose Creek, South Carolina 29445

Company Complaining About: Comcast

Description

I'm filing this complaint b/c I don't feel that my internet should be capped! I'm paying for a higher utility/service b/c my family and I don't watch much tv, it's all online. Whether my children are doing it through their tablets, us through our tv's or on our computers, something is always streaming in my home. The other issue is the fact that my cell phone coverage isn't the greatest so I'm constantly having to rely on a VOIP service to act as a backup or even making calling with my cell phone via Wi-Fi. Paying \$10/50GB of data over 300GB is ridiculous...300GB is not enough for some families who decided to cut cords. If you're going to provide a service, then make it so that everyone can surf without having to worry about a data cap.

Ticket: # 554657 - repeated visits to fix internet access issue

Date: 9/27/2015 6:15:28 PM

Received via: Internet

City/State/Zip: Bennington, Vermont 05201

Company Complaining About: Comcast

Description

i've been trying to have my internet access fixed for months. i've had repeated visits (probably six by now) where i wait for hours for the technicians to showup. hours on the phone trying to debug the problem. i've finally had enough. i will not wait from 9am until noon for somebody to showup.. all i want is a specific time where i can have a technician come and fix the problem once and for all. after all these times i've waited and accommodated comcast schedules they refuse to accommodate my schedule. they apologize, say they understand but will not escalate to have this done. i've stayed home from work, ruined weekend trying to get this resolved yet they cannot send out a tech at a specific time. they want me to, yet one more time, wait between 9-12 tomorrow for a technician.... i've had enough. there voice recognition telephone system is terrible then after you explain the problem 4 times to different agents you get put on hold and then dropped after a certain time. this is a common occurrence, no one ever calls you back even though they want your number in case this happens. if they weren't a monopoly they would be out of business.

Ticket: # 554712 - Comcast Data Cap "Trials"

Date: 9/27/2015 7:04:55 PM

Received via: Internet

City/State/Zip: Sunrise, Florida 33323

Company Complaining About: Comcast

Description

I recently received a letter from Comcast stating my area will be taking place in a "trial" in which my current plan will be capped at 300GB per month, afterwards I must pay \$10 per 50GB of usage or pay a flat fee of \$30/month extra to remove the cap.

I chatted with a customer service representative who confirmed that I commonly exceed 300GB/month (I use services such as streaming sources such as Netflix and Amazon Video daily as a replacement for excessive cable prices) and suggested I add the \$30/per month to my account to remove the cap. When asking why Comcast would implement restrictive caps, I was told they were due to "customer feedback". There was no mention of the caps created for network congestion purposes. I cannot imagine any scenario where a customer would be willing to run the risk of paying more money without getting anything in return, and I told the representative such.

I currently have no other options for comparable high-speed internet in my area, so I unfortunately will be forced to accept a price increase to support Comcast's profit-driven pursuits.

Ticket: # 554752 - Comcast xfinity

Date: 9/27/2015 7:30:13 PM

Received via: Internet

City/State/Zip: Atlanta, Georgia 30318

Company Complaining About: Comcast

Description

We had an appointment for a technician to come out on Wednesday. That didn't happen. The technician came 30 minutes before the appointment time interval agreed upon (4:30 when the appointment time was for between 5:00 and 7:00), and instead of calling my phone number as was instructed, he called my husband's phone number— who they had been told, explicitly time and time again, would not be able to pick up the phone and would not be home. I was home at 4:30, and had they called me, everything would have worked out. Seeing as the technician was here at 4:30, he would have seen the hours of operation for our leasing office at Elan Westside Apartments (which closed at 6:00). We received a call at 5:45 saying that our technician was here or on his way. It wasn't until 6:10 that our technician finally called me, stating that he was leaving because he could not get into the cable room since the leasing office was closed— a stipulation that had never been discussed in any of the hours and hours of phone calls with Comcast. After several supervisors LYING about submitting escalation tickets, we finally found a supervisor that actually did, but without any sort of outcome. We had to wait until today, Sunday September 27, 2015, for another scheduled appointment. We told the representatives to call my phone number, seeing as my husband was not going to be able to pick up during the scheduled time this morning, yet the technician called my husband. So we speak with another supervisor at 9:55 AM, who tells us another technician will be out at 11:05 (approximately an hour after our conversation). At 1:00, still no word from Comcast, so we call yet again. To be promised that someone would come out by 3:00. At 3:00 we call yet again, only to be told that someone would be out by 5:00 (which is when our leasing office closes on Sundays). At 5:00, I call yet again, only to be told that someone would be out between 4:00 and 8:00, which was unacceptable seeing as the technician would need to get into the cable room. Thankfully, we have an amazing management here who was willing to open the cable room at whatever time Comcast should decide to finally show up. So the 5:00 deadline was no longer a problem. The next supervisor I spoke with promised a technician would be out by 7:00. I have since spoken with yet another supervisor (for 58 minutes) yet again, demanding to know when a technician will actually arrive. The supervisor I spoke with finally got through to the dispatch center who had the audacity to say that they tried calling me at 4:30 . . . which I can prove is a complete and utter LIE. Even the supervisor I spoke with at 5:00 said there had still not been a technician assigned to my location, so how is it that the dispatch center called me at 4:30 to inform me of a technician coming? They simply did not. I was promised a phone call back at 8:00 by the supervisor who spoke with the dispatch center, she has not called back. I called back and spoke with another supervisor, who informed me that had I called in the morning, a technician would have been able to come out today. But I did call in the morning, we called at 9:55 AM. I am a student and cannot afford to spend 25+ hours on the phone with Comcast in a single week, just to go in circles made up of lies. The way in which this company is being managed and operated is absolutely unethical and just deplorable.

Ticket: # 554783 - Comcast Internet Caps

Date: 9/27/2015 8:11:32 PM

Received via: Internet

City/State/Zip: Loganville, Georgia 30052

Company Complaining About: Comcast

Description

I was forced from using residential service to business class because of their illegal bandwidth caps. They claimed that I signed up for a three years contract which I was told that it was for two years. After signing the contract, they changed the modem leasing fees. I don't know how they can change a contract.

They refused to change my billing due date.

Due to City of Snellville and FCC being cowards, I don't have any other choices for Internet providers. AT&T does not offer service.

Ticket: # 554785 - Data Caps

Date: 9/27/2015 8:12:26 PM

Received via: Internet

City/State/Zip: Tucson, Arizona 85718

Company Complaining About: Comcast

Description

I have been with Comcast for over 5 years at this same address, when I signed up the internet usage was uncapped. I am now in an "experimental" market in which I am charged overages if I exceed a new 350GB of data. I work from home and on a monthly basis exceed this data cap. I don't own a business so it is not fiscally viable to get a business account. Comcast then further hinders my work after I have exceeded the limit by infusing code into non secure sites (http) to generate a block and pop up prompting me to call Comcast before I can properly view these websites. Comcast refuses to then provide any sort of time frame when this "experimental" data cap will be either forced upon all customers or regions, or stopped completely.

[Ticket: # 554822 - Comcast intermittent or no internet service](#)

Date: 9/27/2015 8:46:10 PM

Received via: Internet

City/State/Zip: Missouri City, Texas 77489

Company Complaining About: Comcast

Description

I am paying \$70 for a horrible internet service because there is a lack of competition. Right now i have moved to Comcast and they can not figure out how to keep me connected to the internet. My internet is out for hours at a time everyday and intermittent for the rest of the day. I have only had their service for 29 days and so far they have sent 8 technicians and a supervisor to my home only to swap out there modem and claim the problem was fixed. I can not use my NetTalk phone service, Home security, Netflix or any other online services i pay for because the internet keeps going out. All i have to choose from is ATT and there ridiculous prices for slow speeds and Comcast who can't keep me connected to the internet. Companies like Comcast should be forced out of business if they can not provide what they are selling and you the F.C.C. should allow competition!

Ticket: # 554824 - Complaint

Date: 9/27/2015 8:55:38 PM

Received via: Internet

City/State/Zip: Fort Lauderdale, Florida 33316

Company Complaining About: Comcast

Description

two years ago i was paying to comcast 50 dollars per month and three months ago they give me a offer to try 30 days if i would like it i have to pay 112 dollars per month but if i dont like it i can cancel it and automatically i go back to pay 50 dollars per month that was a lie after two weeks i cancel the service and they give a charged of 250 dollars for cancel the service that not was the agreement i talk to the comcast staff and no we agreed they make me pay 112 dollars and they tell me i have to pay 67 dollars per month that was a lie because the next bill was 107 dollars i talk to other comcast staff and they tell me just pay 67 dollars because the rest of the money because was they fault so i pay 67 dollars that the comcast stuff tell me and the next week the service was suspended and i talk again to the comcast stuff and they tell me to pay just 40 dollars for the service was active i was agreed to pay 40 dollars but they take from my debit card 117 dollars without my permission wich i think is an abuse and the three months ago i had to pay more than double the agreed with comcast.

My name is (b) (6) i am a patient of cancer i have to take quimoterapy my resoueres are limited i pay the internet becuase our son study and he need it.

my phone number is (b) (6)

the account number of comcast is (b) (6)

the bank name that the money get from is chase

i hope your help considerably

thanks.

Ticket: # 554901 - Comcast 300GB Data Cap

Date: 9/28/2015 12:35:22 AM

Received via: Internet

City/State/Zip: Davie, Florida 33324

Company Complaining About: Comcast

Description

I've been a loyal customer of comcast for more than 10 years and payed for service which included unlimited data. All of the sudden the 300gb cap is starting to take effect on October 1st, 2015. This is impossible for me to adhere by as I have a family of 5 and over 10 devices... The price of Comcast's services are already high and now I have to pay more for service I already had? This is unacceptable.

Ticket: # 554904 - Comcast service scam

Date: 9/28/2015 12:42:14 AM

Received via: Internet

City/State/Zip: Santa Clara, California 95054

Company Complaining About: Comcast

Description

I've contacted Comcast for a service because I can't get the right internet speed most of the days at evening. I've purchased the Service Protection Plan because Comcast representative explained this will cover any charges with or without problems with the line. And I can cancel after 6 months if prefer. Since the internet speed isn't meeting the speed I've purchased for, I have the technician come. The technician didn't do anything, but to directly connect the line to check the speed. He checked and stated it is my router causing the problem, then he left. At my next bill, I've received an additional \$50 charge. I contacted Comcast customer service and they've stated as long as a technician visited, then will charge with or without a service plan. I've requested the customer service to check the notes of the technician about what he has done for this service but stating my equipment has a problem. He left within 15 minutes after walking into my home. Customer service didn't do what I requested, but stated Comcast must charged with or without the service plan. I've requested the customer service to verify with the person who sold me the protection plan. He didn't response toward this, but to repeated himself that Comcast has to charge.

[Ticket: # 554937 - Comcast Internet Service not Working](#)

Date: 9/28/2015 6:19:42 AM

Received via: Internet

City/State/Zip: Milton, Delaware 19968

Company Complaining About: Comcast

Description

Since April or May of this year, I have had multiple disruptions of my comcast internet service. Each time, Comcast schedules a repair appointment and does not show/call. I have had to call multiple times and make multiple appointments before a technician finally responds. I am currently without service, however when I call Comcast, i repeatedly get disconnected. I want to terminate my service, but I cannot get through.

[Ticket: # 555024 - Comcast advertising](#)

Date: 9/28/2015 8:37:11 AM

Received via: Internet

City/State/Zip: Peachtree City, Georgia 30269

Company Complaining About: Comcast

Description

Signed up for new internet service with Comcast. Only after installation did I discover there was a data limit in the state of Georgia by reviewing my online bill. Most markets don't have limits but apparently we do. They also did not disclose the data overuse charges.

No where did I see this mentioned in their online advertising and neither of the two agents I spoke with disclosed this information.

This should be disclosed just like wireless carriers do for their data packages.

[Ticket: # 555033 - Comcast cap](#)

Date: 9/28/2015 8:44:59 AM

Received via: Internet

City/State/Zip: Auburn, Georgia 30011

Company Complaining About: Comcast

Description

I question the morality if not legality of a service whose pricing varies depending on the availability to the customer of a competitive alternative. Internet service or any other service for that matter should not be a form of service "blackmail". Such blatant fleecing of customers should be illegal and we are waiting and expecting your organization to take appropriate steps to control such abuse. Comcast beware: alternatives will eventually be available and your disregard for customer satisfaction will be remembered.

Ticket: # 555141 - Data caps and lying about their existence

Date: 9/28/2015 9:24:40 AM

Received via: Internet

City/State/Zip: Decatur, Georgia 30033

Company Complaining About: Comcast

Description

When I signed up for Xfinity internet, I had specifically asked if there was a data cap on my connection. I was told "you will never be charged for overage fees." This week, I got a call saying I have hit my data cap and will start to pay extra.

When I called Comcast, I was told that all of their services had data caps, and that there would be a cancellation fee if I terminated my contract early.

I was lied to about what I was paying for. I have four housemates, two of them work in computer science. If Comcast had been truthful in its advertising, we would have never signed up for their service. After being lied to, robbed, and disrespected, I am furious with Comcast and any system that would allow a company to tell such a bald-faced lie to its customers.

Data caps are revenue increasing scams and have no place in any self-respecting ISP's practices.

Ticket: # 555187 - Comcast X1 Platform

Date: 9/28/2015 9:38:15 AM

Received via: Internet

City/State/Zip: Chambersburg, Pennsylvania 17202

Company Complaining About: Comcast

Description

X1 Platform fails terribly, we ask for compensation for each month that X1 is down and to be fair about the costs of a shoddy system, now they do not want to assist us in that way any more? Yet X1 fails so badly we are regressing to the old box, Legacy System. Comcast even blocked us on the Comcast Face Book page because I provided a link to your page here at the FCC. Also, Comcast came and trenched our yard to lay and under ground cable, putting a long scar in our yard and it accomplished nothing? Why are you letting them get away with this stuff? Are they paying you off? Sad.

[Ticket: # 555259 - Data Caps from Comcast](#)

Date: 9/28/2015 9:55:58 AM

Received via: Internet

City/State/Zip: Carver, Massachusetts 02330-1217

Company Complaining About: Comcast

Description

Lack of alternatives lets Comcast do what ever they want with out improving service.

Ticket: # 555303 - verbal contract with Comcast

Date: 9/28/2015 10:10:06 AM

Received via: Internet

City/State/Zip: Belvidere, Illinois 61008

Company Complaining About: Comcast

Description

On 6/24/15 I called Comcast to cancel all or part of my services. My goal was to keep internet only and look to other providers if Comcast price was not satisfactory. The sales representative from Comcast talked me into staying with them as a customer with reduced rates on services I currently have. Internet was 75.00 with cable 82.99. I figured for an additional 7.99 I would keep the cable. I was also told so I thought that for 12 months Comcast would waive my HD, HD DVR and modem fees for an additional 30.00 in savings per month. My first bill after this reflected changes made the next bill was no where near what I expected at 129.00 . I called Comcast and after multiple calls with 5 hours of talk/hold/disconnection problems and with a trip to the local office 50 minutes of travel and an additional 60 minutes of waiting. I was told there was nothing they could do at the office level and a supervisor would contact me. The supervisor contacted me that same day 9/18/15, I explained my case and he explained he would get back to me by 9/22/15 he did not. The supervisor contacted me today 9/28/15 and explained their side of the story and that the waiver on the HD, HD DVR and modem was not discussed, and therefore would not be waived. I asked if I could do what I originally called for on 6/24/15 and just have internet. I was told I would have to pay an early termination fee because I entered a two year contract with them verbally. And that 60 days had passed. I was never told I had 60 days to cancel. So I asked my word is good for a contract but not the Comcast rep.? I asked what kind of contract is this? I told the supervisor this is not good/fair business practice. The supervisor explained the waivers were not on the tapes he listened to. I asked for a copy of the recording so I could listen and was told they are for internal use only.

Ticket: # 555367 - Poor Service from Comcast and No Assistance**Date:** 9/28/2015 10:31:56 AM**Received via:** Internet**City/State/Zip:** North Miami Beach, Florida 33179**Company Complaining About:** Comcast

Description

I had been having terrible connection for several months. I almost lost my job, twice and have lost a lot of money as a result. I have had several technicians and the last technician suggested I upgrade my plan. I had business class service and recognized that if I switched to residential, I will pay a lot less for the same speed which was their 50Mbps plan.

I called business class to find out what my options were and to ensure I was not in a contract, just in case I decided to proceed. The gentleman I spoke with gave me several options and suggestions and noted that he would give me a discount if I signed for another two years. I was VERY hesitant but decided to proceed as he told me I could save another \$12.95 off the price of the modem if I got my own modem. I signed the contract he sent me for the two year agreement and that was it. After all was said and done, he transferred me to the billing department to sort out my bill. It was after speaking to the billing rep that I realized that what the agent in the business department told me was incorrect, but it would also be a great disadvantage owning my own modem. I felt like I was misled, so as I result, I emailed him (all this took place in less than an hour) and told him I do not want the contract to be enforced, especially since he said it would not take effect for 72 hours. I very adamantly explained the service would not work for me. He said to give him a moment.

Nevertheless, my bill came and I was being billed for 50Mbps of service with a 2 year contract! I called and spoke to agents and told them, I need to go back to where I was and I do not want the contract as I would be paying too much. They reached out to the agent I told to cancel and he had the nerve to say he did not get an email asking to cancel. That is a HUGE LIE since he responded to the email! I asked to speak with a supervisor and was told I had to wait 24 -72 hours? Are you kidding me? It is almost a week and to date, I have not had a call from a supervisor! This service is absolutely horrible. Now I am stuck into something that I asked to terminate within an hour as I felt like I was misled. I am currently hesitant to pay my bill because I don't want them to think I am agreeing to the contract.

I really wished we had another provider to go to. I have absolutely no trust for this company and feel I am going to have to monitor EVERYTHING they tell me going forward.

Ticket: # 555388 - Comcast Billing Issues

Date: 9/28/2015 10:35:21 AM

Received via: Internet

City/State/Zip: Lacey, Washington 98509

Company Complaining About: Comcast

Description

Consumer is having issues with Comcast (cable and landline). Comcast has been charging her for internet service for the past four years. They keep saying that she ordered it but she did not. Comcast keeps saying they are going to take it off but they have yet to do so. She has been calling every month for the past four years but they will not resolve the problem. As a resolution, she would like Comcast to remove the internet and refund her for the past four years of over payment.

CTR359-phone

Ticket: # 555402 - Comcast service issues

Date: 9/28/2015 10:39:31 AM

Received via: Internet

City/State/Zip: Jacksonville, Florida 32246

Company Complaining About: Comcast

Description

Started bundled service on 08/29/2015. Had a bad installation and losing our number of 8 years. Two weeks later (9/12/2015) we received a bill for \$252.99 saying it was an unpaid balance. After being disconnected several times we finally talked to Comcast and was told we will be credited \$112 and there will be no interruption of service. Today our services was turned off. This has been a nightmare. Because of losing our number and having service and billing issues we want Comcast to leave our home. How can they expect to keep customers when they do business this way? Unable to get through to Comcast to get anything done and when you finally do they don't do what they say they will. We are done with Comcast and don't want their service any more.

[Ticket: # 555460 - Bandwith Caps](#)

Date: 9/28/2015 11:03:11 AM

Received via: Internet

City/State/Zip: Kennesaw, Georgia 30144

Company Complaining About: Comcast

Description

My data usage is being capped by Comcast. This seems to me to be an unfair practice and was forced on me two years after I originally signed up for internet service with Comcast.

Ticket: # 555688 - comcast

Date: 9/28/2015 11:55:59 AM

Received via: Internet

City/State/Zip: Battle Ground, Washington 98604

Company Complaining About: Comcast

Description

I started with Comcast 2 months ago. I received a bill and went in to pay \$205 at a call center. since then it has not been applied to my bill and I have went to the call center and was told it was going to be fixed and still have done nothing on it. I called customer care because my services were shut off due to non payment and the lady told me that I was a b**** and I said should switch services to another provider. I explained to her the situation again hoping that she would be of some assistance and she continued to curse me out so I hung up. I called back hoping to get someone different and they also told me that Comcast will continue to steal my money so I should try a different provider.

I would like Comcast to reimburse me the \$205 that I went into the store to pay. I would also like to know if this is normal thing for customer service to curse out there customers.

Ticket: # 555700 - Comcast internet usage limitations

Date: 9/28/2015 11:59:14 AM

Received via: Internet

City/State/Zip: Marietta, Georgia 30068

Company Complaining About: Comcast

Description

I live in Atlanta. My husband and I both work from home and rely on our internet to do our jobs. Comcast recently chose Atlanta as a test city for usage limitations. We go over these limits every single month and feel pressure at the end of each month. When we signed up for comcast there were no limitations and these were imposed without our consent. We have paid subscriptions to companies like spotify and netflix which we are thinking of canceling because we cant spare the data for them. This internet usage limitation is not only impacting our business but other businesses that we use. This does not seem lawful and I would like help dealing with it.

Ticket: # 555705 - Comcast

Date: 9/28/2015 12:00:01 PM

Received via: Internet

City/State/Zip: Spokane, Washington 99205

Company Complaining About: Comcast

Description

Hello,

I have cancelled my service with Comcast, I've been advised for the last 6 weeks that my cancellation fee was waived by a Supervisor, although, the fees are still showing up on my bill. I have called once a week since 8/16 and all of the CS reps advise me they see the waived cancellation fees but I need to continue to wait for their system to update. I am not on week 7 and am being billed with threats of being sent to collections. My last Comcast call the CS rep advised me that I am indeed owed a credit of 80 dollars, and that I will not owe their company anything. I would really like to have this situation resolved!

Ticket: # 555758 - Comcast failure to serve

Date: 9/28/2015 12:10:45 PM

Received via: Internet

City/State/Zip: Far Hills, New Jersey 07931

Company Complaining About: Comcast

Description

2 1/2 months of on going service issue. Then neglect in responding to property damage.

[Ticket: # 555868 - very bad service](#)

Date: 9/28/2015 12:35:24 PM

Received via: Internet

City/State/Zip: Point Pleasant, New Jersey 08742

Company Complaining About: Comcast

Description

I am paying for 24 Mb/s and getting 7 Mb/s

[Ticket: # 555947 - Comcast - Broward, FL](#)

Date: 9/28/2015 12:57:56 PM

Received via: Internet

City/State/Zip: Ft Lauderdale, Florida 33316

Company Complaining About: Comcast

Description

I have been paying for unlimited internet years, and recently Comcast decided to raise the rates of my internet, implement data caps, and charge extra if we surpass this. This is after they told us we would have a lower rate for the year, and then raised the prices and said they would charge us more unless we buy cable tv with it. This would be fine if there were other options for internet, but they have a local monopoly on high-speed internet.

How can you sell unlimited internet then change it after you raise the price? How is this legal?

Ticket: # 556026 - Comcast Agent changed my policy without my consent

Date: 9/28/2015 1:24:35 PM

Received via: Internet

City/State/Zip: Deerfield Beach, Florida 33442

Company Complaining About: Comcast

Description

During a call this morning, a Comcast Agent did not receive permission to modify my account in any form. We were disconnected and called again. The second agent to answer the phone showed that my account has been changed as of this morning. and they have proceeded to hang up on us.

On the 3rd phone call, we began to track agent codes. Spoke with Agent 62898, who was in the wrong department and proceeded to give us a transfer code (for the first time) and sent us to a 2nd level agent.

we spoke to agent CSA909, who was unresponsive and frustrated at the situation. At the 25 minute mark on the call, he transferred us to "the right department."

Ticket: # 556063 - Internet Service was not available for a week!!

Date: 9/28/2015 1:34:33 PM

Received via: Internet

City/State/Zip: Northbrook, Illinois 60062

Company Complaining About: Comcast

Description

Internet Service were not available for around 1 week from
09/14/2015 to 09/20/2015

We called several times to escalate the issue . The Comcast customer service promised to send a technician the very next day , but nobody showed up until Sunday 09/20/2015.

It seems like Comcast can not handle present amount of customers and provide reliable service.

Ticket: # 556341 - Comcast Test Internet Data Cap

Date: 9/28/2015 2:49:48 PM

Received via: Internet

City/State/Zip: Tucson, Arizona 85742

Company Complaining About: Comcast

Description

Last night I got a phone call, a browser popup and an email telling me that my data quota for the month was almost full. I have not changed how much data I am using for the past 2 years. Now this month I get this notification and that they will charge me \$10 per 50gb of usage? When I called customer support nobody knew what I was talking about. I went through about 3 customer service people before I got someone that told me this has been in effect since 2012 in Tucson. Why should I pay 10 to 50 more a month for the same service I had 3 months ago.

Ticket: # 556348 - Comcast Unfair Billing

Date: 9/28/2015 2:52:02 PM

Received via: Internet

City/State/Zip: Edmonds, Washington 98020

Company Complaining About: Comcast

Description

On my most recent bill, Comcast added a \$50.00 charge + tax that it could not defend. When I asked that it be removed, they offered to cut it in half to \$25.00. When I protested further, they deducted \$50.00 but refused to remove the tax cost. When I refused to pay until that was resolved, they threatened to turn off my service and charge me additional fees. I have not reached a resolution.

[Ticket: # 556398 - Comcast data usage caps and subsequent charges](#)

Date: 9/28/2015 3:02:42 PM

Received via: Internet

City/State/Zip: Snellville, Georgia 30039

Company Complaining About: Comcast

Description

Comcast has a ridiculous cap on data usage, and then charges extra when you go over the data cap, that they are supposedly testing in the Atlanta market. In today's world, there should be not data cap, or Comcast should sell tiers of data usage, then at least you would know what charges to expect.

[Ticket: # 556451 - theft](#)

Date: 9/28/2015 3:14:14 PM

Received via: Internet

City/State/Zip: Houston, Texas 77004

Company Complaining About: Comcast

Description

Comcast went into my bank account and stole 50.00 out of my account. They also kept my deposit and sent me a bill for next months bill even though they disconnected my service on the 15th of September

Ticket: # 556538 - Internet Outage

Date: 9/28/2015 3:38:46 PM

Received via: Internet

City/State/Zip: Wyoming, Michigan 49519

Company Complaining About: Comcast

Description

Since the day I received a modem from Comcast I have had internet outages daily. This happens at random times throughout the day and lasts for minutes at a time. Comcast has shipped a broken modem and the only way they will replace the modem is if I pay for shipping the modem or sign a new contract. They shipped me a broken modem and will not fix the situation unless getting more money from me.

Ticket: # 556569 - Cancellation for the inability to provide service

Date: 9/28/2015 3:51:53 PM

Received via: Internet

City/State/Zip: Watkins, Colorado 80137

Company Complaining About: Comcast

Description

I have been working with Comcast 4 Business for the past month trying to get our service moved to our new location. I have been told by at least 4 people that they do not service the area we are moving to but have not been able to get anyone to cancel our existing contract with Comcast Internet. At one point we were told we had to transfer the service to the new tenants when we do not even know who the new tenants were going to be. We finally were able to get the telephone service cancelled due to the same issue (no service available at the new location) BUT the internet department of Comcast has not approved the cancellation. The agreement with Comcast states if they do not provide service at the new location they will cancel the contract with no penalties. We have sent them all of the documents they have asked for and still they tell me "Upper Management has not approved the cancellation". This is beyond frustration. I just received another bill for next month and we are not even at that office anymore.

Ticket: # 556783 - Comcast data cap

Date: 9/28/2015 4:44:20 PM

Received via: Internet

City/State/Zip: Marietta, Georgia 30066

Company Complaining About: Comcast

Description

To keep it short, I'm a nurse with a disabled wife and two young children. In the last 6 months due to the 300GB data cap (an arbitrary point used for usage billing) my monthly bill has increased from \$120 to over \$200 a month. We looked at getting the unlimited data plan but it is not implemented in our area. If they offered even a billing plan on a penny or two a Gb, it would be much more preferable and more importantly affordable than the ridiculously priced \$10 for every \$50Gb over 300. Comcast call my family's data usage excessive but they promote the very things we are doing. Watching movies, playing games online, streaming hi-def digital content, using social media etc... I actually have to go to my local Starbucks to upload/download video's and photographs of my family to the cloud. I've had to impose caps on my children and reduce the quality of their shows to the lowest resolution. Yet we still exceed the cap. Comcast has the monopoly in this area, and we have been with AT&T uverse for one contract cycle before ditching them due to terrible service. Where I live I have no other options but Comcast, and I'm seriously considering cutting the cord altogether due to the ever increasing bills that they no they can get away with. I could start to talk about places like South Korea or Japan, but my brother back home in Scotland gets better speeds, higher caps and lower bills than me! So very frustrating.

Ticket: # 556821 - Comcast Customer Service/ Internet

Date: 9/28/2015 4:56:18 PM

Received via: Internet

City/State/Zip: Indianapolis, Indiana 46254

Company Complaining About: Comcast

Description

We have had Comcast Internet, tv, and phone service for years now. We constantly have problems with our internet service through them. Our internet randomly goes out completely all times of the day causing us to reset our boxes or even take time out to call Comcast. When we call, we're on hold most of the time a minimum of 30 minutes, most recently almost an hour with no response. Once we finally reach a customer service rep we are hung up on. This has happened numerous times. There is nothing more infuriating than wasting our time on the phone on hold only to be disconnected. We've called and had numerous service men sent out to our apartment to "fix" our internet problems. However a short few days later the same problems seem to magically reappear.

Ticket: # 556873 - Comcast Internet Problems Unresolved**Date:** 9/28/2015 5:11:28 PM**Received via:** Internet**City/State/Zip:** Katy, Texas 77493-2355**Company Complaining About:** Comcast

Description

My speed dropped and I have had three visits from tech support for the same issue. A fourth tech is coming Tuesday the 29th. Each time I speak to tech support in the Philippines they say and do the same thing...test the modem then send another technician. I told them I brought all of my equipment to my neighbors house next door and I get the same problem there as well. My modem, laptop and Ethernet cable and same problem. Back to the neighbors modem and everything works great. The first tech replaced my modem and I still had the same problem when he left. A second tech left and the same problem exists. Then the third tech came and claimed It was customer service with a incorrect setting on my account and once again..left with my service in the same slow condition. I called customer service and the tech was incorrect and I am still waiting for someone who knows how to fix this problem. I called this morning to Comcast Corporate Office and its end of day and still no return call.

Ticket: # 556996 - Comcast Data Caps

Date: 9/28/2015 6:01:52 PM

Received via: Internet

City/State/Zip: Nashville, Tennessee 37210

Company Complaining About: Comcast

Description

Recently Comcast has started imposing a 300gb data cap with overage fees. This is crazy and, I feel, a bait and switch. A couple minutes ago I got a notification that we had hit our 300gb limit. I logged in instantly to look at the data (using data to do so, I might add) and within the 1-2 minutes it took me to do this it was already showing we had used 312gb. Neither of us were streaming video or anything that uses intense data at the time. Interestingly, looking at our history we never hit a 300gb a month until they starting enforcing this last month (last month we were 660gb!). This seems suspect.

With the modern internet, 300gb is very hard to keep to and we are only a 2 person household. I can't imagine this costs Comcast anything and it seems they are actually using this to replace money they have lost from cord cutters. It's bad enough that I'm FORCED to have a basic cable package or I have to pay more money for internet alone. This is clearly their way of inflating their numbers of cable subscribers even though we do not even use cable tv which is frankly unfair to their advertisers.

As a monopoly in our area and the only ones who offer truly high speed internet we have no choice but to use Comcast. ATT's fastest package is actually much slower. When we signed up for this service we were not signing up for set data caps like this and we now have no choice or even an option to buy a reasonably priced plan with a larger data cap. The only plan with unlimited data is a business plan that costs over \$200/month which is far outside our budget.

[Ticket: # 557000 - Comcast data caps](#)

Date: 9/28/2015 6:03:23 PM

Received via: Internet

City/State/Zip: Miami, Florida 33162

Company Complaining About: Comcast

Description

The sudden data cap is really going to hurt me and is not fair for consumers who purchase streaming subscriptions. 300gb data is not enough and a week of YouTube and Netflix will easily exceed that.

Ticket: # 557123 - ripped off by comcast

Date: 9/28/2015 6:49:26 PM

Received via: Internet

City/State/Zip: Knoxville, Tennessee 37919

Company Complaining About: Comcast

Description

I was in the V.A. hospital for 3 months..Oct thru Dec of 2014 and called comcast and put my account , tv,phone and internet on hold. When I got out of the hospital I saw that they still charged me the 3 months. After at least a dozen calls where they say, yes we see that you called and put it on hold. Let us check on this problem and see what we can do. And you guessed it! nothing. And I went into the hours of being on hold and the poor connection, internet going out all the time ect. So last month I sold my house and moved to an apt and was forced to stay with them because they are the only provider here. I bought my own modem and I-Cloud and had to fight with them to let me use mine instead of renting theirs. but the internet kept going out. Their first tech said it would keep going out and I would have to keep calling them to reset signal to my modem. The 2nd tech just lied and said my modem was bad so I took it to best buy and they tested it and showed me it works fine. Now they are trying to charge me \$70 for sending the tech and when I called to explain and dispute the charge they just hung up on me. I tried calling back 3 times today and after holding for 30 minutes each time they just hung up again without even speaking. The worst and absolutely most corrupt company I have ever dealt with!!

Ticket: # 557132 - Internet Billing Issues

Date: 9/28/2015 6:53:18 PM

Received via: Internet

City/State/Zip: Mableton, Georgia 30126

Company Complaining About: Comcast

Description

On 8/17/15 I ordered Performance Blast Internet from Comcast/Xfinity for \$39.99 per month for a year. In addition to Blast, the offer provided customers with their choice of HBOGo or Showtime on the go. This would allow customers to watch either HBO or Showtime on their smart phones or tablets.

Although I have a confirmation letter from Comcast/Xfinity confirming my order of Blast for \$39.99/month, Comcast refuses to honor their offer, their promotion! Somehow, I was given Economy Internet which is significantly slower than the Blast Internet I ordered, yet they are charging me for an upgraded service while providing the lowest grade of service possible.

I'm not sure of what more I can do since I have proof of my original order via Comcast, yet they refuse to honor their own product offer.

[Ticket: # 557140 - trouble with disconnecting services](#)

Date: 9/28/2015 6:54:09 PM

Received via: Internet

City/State/Zip: Lawrenceville, Georgia 30044

Company Complaining About: Comcast

Description

I have been a customer of Comcast because it is the only cable company that services my area, that monopoly aside I have been trying to disconnect services from this company and I have been placed on hold for over an hour. In that time I was able to contact two other companies and inquire about their services. I currently have TV, Phone, and Internet with COMCAST and pay around \$185.00 when I purchased the package it was advertised at \$130.00, Since the promotional price has ended around a year ago I am trying to disconnect my TV and Phone service and use their Internet services only.

[Ticket: # 557155 - Data Caps](#)

Date: 9/28/2015 7:02:42 PM

Received via: Internet

City/State/Zip: Tucson, Arizona 85750

Company Complaining About: Comcast

Description

Comcast data caps - I nearly meet or exceed their "trial" data usage cap of 300 GB every month. I typically just stream tv shows and movies (mostly for my kids) via services like Netflix. I have no other options for high-speed internet in my area. Only other option is DSL at speeds of 20/1.

Ticket: # 557179 - Billing Practices**Date:** 9/28/2015 7:14:20 PM**Received via:** Internet**City/State/Zip:** Tucson, Arizona 85750**Company Complaining About:** Comcast

Description

Comcast does not send a receipt of new services after calling in and ordering them. This leads to confusion as to what services are actually being performed and how they are charged.

About a month ago I changed services to a bundled deal at \$59.99/month that included Internet (50Mbps)/HBO/and Basic Cable. Formerly I had just Internet at \$66.95/month. I confirmed with the agent more than once that the total price was indeed what he quoted me - \$59.99/month.

Fast forward to last week and I call up Comcast to see what my current outstanding balance is, since their online system does not update with current fees (up to a month later). I was shocked when the agent told me it was approximately \$103. The quoted price from earlier was never applied - instead the regular rate was being applied along with an HD tech fee of \$10 and a self-install kit of \$15, both of which were never mentioned during the phone call when I changed to the bundled service. The agent credited most of these fees back to me and I switched back to internet-only at my former rate or \$66.95 per month (with a 300 GB data cap).

I feel like Comcast is being deceptive in their practices by not sending a printed receipt or confirmation for the change in services and instead waiting until the next billing cycle to surprise the customer with the fees. To make matters worse, they are the only cable ISP in the area, so there are no high-speed alternatives.

Ticket: # 557225 - Data Caps

Date: 9/28/2015 7:49:44 PM

Received via: Internet

City/State/Zip: Cumming, Georgia 30040

Company Complaining About: Comcast

Description

Dear Sir or Madam,

I have internet and TV service from Comcast in the Atlanta area. Comcast has instituted a 300GB per month data cap where each additional 50GB is charged at a rate of \$10. It is my understanding that cable TV customers do not have video programming traveling over the same wires counted against their data cap, my viewing of any audio or video programming is logged against my data cap. This seems to privilege the video programming sold by Comcast over competing video services. I also subscribe to Dish World Stream TV service which is not offered by Comcast. Why can a cable TV customer watch 24 hour HD programming Without this usage counting against their data cap, while my viewing of HBO Now, Hulu, or Netflix accrues against the 300GB limit?

Approximately 3.5 hours of HD programming a day in a month with 30 days by one individual within a household would be impacted by Comcast's data cap. We have four members in our household and do not wish to select low quality video feeds or agree to all watch the same programs at the same time to manage our internet usage. I view the limit as arbitrarily low and the implementation of only metering signals not originating from Comcast as a preferred programming provider as opposed to the fair playing field intended by the FCC.

Ticket: # 557279 - Comcast

Date: 9/28/2015 8:19:58 PM

Received via: Internet

City/State/Zip: Washington, District Of Columbia 20010

Company Complaining About: Comcast

Description

Good Evening,

For about 1 month, I have been attempting to sign up for Comcast internet in my apartment. They are the only option I have besides Verizon DSL, which is costly and of lesser quality than the Comcast product. However, Comcast has directed me to managers, transferred me to other departments, and has even hung up on me on one occasion. They have told me that my address did not exist. Three times I was told that my address would be verified and added within three days. So far, my address has still not been added to the system. I spent nearly two hours on the phone this evening to be told that the billing system simply skips my block when anyone attempts to locate my address. At one point, I was told that I could activate my service, which was false. At this point, I have been misled, lied to, and, quite simply, abused by a company that operates with a total disregard for its customers.

[Ticket: # 557315 - Throttling](#)

Date: 9/28/2015 8:52:00 PM

Received via: Internet

City/State/Zip: Muncie, Indiana 47303

Company Complaining About: Comcast

Description

Pay Comcast for 75mbps and barely getting 20mbps

Ticket: # 557324 - comcast

Date: 9/28/2015 9:02:26 PM

Received via: Internet

City/State/Zip: Cicero, Illinois 60804

Company Complaining About: Comcast

Description

i was a comcast customer for 1 year and 5month,have 1 year special 49.99 after the year the price went up to 79.call to cancel they offerme to lower the price.i told the sales man at that time that i didnt one a contract.he told me i can cancel any time.they lower it to 69,wich i was no happy .2 months later i cancel it.now they said i was on a contract,and they charging 200.i call them three times july 15 2105. the first time i was on the phone for over 1 hour,the lady told me it was a big mix up,she was trying to fix it.but the call got disconnected,the second time another lady very rude told me that i was on a contract that i need to pay 200 for breaking the contract i told her i never agree to a contract. but she didnt careall she said that i need to pay the 200.the third they said dont worry.three months later got the bill on the mail for 200 .need help please.

[Ticket: # 557339 - "Trial fee" for 300gb+ usage](#)

Date: 9/28/2015 9:25:14 PM

Received via: Internet

City/State/Zip: Miami, Florida 33145

Company Complaining About: Comcast

Description

This is ridiculous that Comcast, which I just recently signed a two year contract that includes Internet, has started to to charge \$10 per 50gb usage above 300gb.

Addition to offering me a 30gb unlimited option.

This wasn't part of my contract to keep signing me up for trial fees.

[Ticket: # 557353 - home data caps!](#)

Date: 9/28/2015 9:34:26 PM

Received via: Internet

City/State/Zip: Ball Ground, Georgia 30107

Company Complaining About: Comcast

Description

This is ridiculous! Comcast and att are trying to stop alternative tv over the internet. They don't need more money for data. Data is always getting cheaper. This is a trap they are trying to create. How can they up the speeds at what we can download but now say you have to worry about how much you use. Please have common sense this is awful!

Ticket: # 557376 - Lack of Wireless Connection

Date: 9/28/2015 10:02:14 PM

Received via: Internet

City/State/Zip: Fort Collins, Colorado 80521

Company Complaining About: Comcast

Description

We pay a monthly fee for wireless internet, but it is never available as a network. It takes an incredible amount of time for the wireless to work, and only holds connection for a short period of time no matter what. We have complained to Comcast with no avail, due to poor customer service experiences repeatedly.

Ticket: # 557378 - Internet

Date: 9/28/2015 10:02:50 PM

Received via: Internet

City/State/Zip: Lovettsville, Virginia 20180

Company Complaining About: Comcast

Description

For several months I have had Comcast internet. I had no issue for the first 30-45 days. I started to notice slow response and lag time. I reset my cable modem and that didn't work. I pay for 25mbps so I call Comcast. The rep tells me I get up to 25mbps after I tell him I'm getting 5-8. Something is wrong here. He then tells me to reset my modem which I do. Keep in mind I had no issues prior to canceling my TV and phone service and now pay for 25mbps then told its up to 25mbps.

Ticket: # 557427 - COMCAST XFINITY CHANGED MY BILL AFTER A TECHNICAL MODEM ISSUE

Date: 9/28/2015 10:35:53 PM

Received via: Internet

City/State/Zip: Abingdon, Virginia 24210

Company Complaining About: Comcast

Description

Comcast / xfinity changed my bill from aproximately \$31 per month to \$173+ after I called in due to technical problem with my modem.

Ticket: # 557505 - Blatent dishonesty and theft

Date: 9/29/2015 1:43:15 AM

Received via: Internet

City/State/Zip: Jacksonville, Florida 32257

Company Complaining About: Comcast

Description

As brief as possible:

I am charged for things I am told I will not be charged for. My account is turned off until I pay. If I dispute, service remains shut off. So I pay and cross my fingers. It's a form of strong arming. With that said, I can't switch providers as Comcast is literally the only Internet service available.

Multiple other issues... Service goes down, 5 days for a technician to show, I still get charged. Their out sources phone support is by far the worst. Just everything about Comcast smells like the mob.

With all that said, how does the FCC let a blatant monopoly rule like this? I need an official from Comcast to call me and make these things right. I am being robbed.

Ticket: # 557512 - Bill Overcharging / Customer Service**Date:** 9/29/2015 3:15:08 AM**Received via:** Internet**City/State/Zip:** Jacksonville, Florida 32222**Company Complaining About:** Comcast

Description

I was being charged for equipment that I've never owned since service was installed. The first time I'd noticed this on my bill (6/2014), I contacted Xfinity customer service and told them about the miss charges and it was supposedly corrected and my account would be credited the next billing cycle. Nine months later I had notice that my bill was unusually high so I checked the bill and noticed that again I was being charged for equipment I didn't own again. I decided to go back through all the bills and check if this was reoccurring on previous bills and had been since 8/2014 two months after the first call. I tried contacting Xfinity customer service again on 8/2015 and this time it took me 3 days before I actually talk to an account representative. During that time I had to endure long hold times, been transferred numerous of times because i every department was the wrong department to help with my issue and hung up on several times. I was even told by a representative that I was suppose to press # when dialing the number to get to the department I need to help resolve the issue. When I finally did get to talk to a representative the representative sounded inexperienced which wasn't a problem because I could hear whom i assumed to be here supervisor in the background coaching them on what to say. I was advised that the equipment had been removed from my account again and I shouldn't be charged anymore in the future and also they would credit me \$60 on the next billing cycle (\$10 per month for 6 months) that I had been over charged. 9/2015 I received the bill and was only credited \$3.54. Contacted Xfinity customer service the representative took my information then told me I needed to be transferred. I was then sent back to the automated menu back into a queue hold then hung up on.

Ticket: # 557515 - Comcast Data Cap

Date: 9/29/2015 3:48:56 AM

Received via: Internet

City/State/Zip: Palmetto Bay, Florida 33157

Company Complaining About: Comcast

Description

I received a letter yesterday (9/28/15) that on the 1st of October Comcast is putting a ceiling on the amount and quality of the content that I consume online. They are imposing me a strict 300 Gigabyte cap to my internet connection service, restricting the type of content that I can watch. Also, they are offering to restore my previous unlimited service and not cap my connection if I pay them an additional \$30.00 a month on top of what I'm paying (65.00 a month). This move amounts to an unfair practice against consumers like me and I want to formally file a complaint as this is definitely something that threatens my choice to use the Internet freely to consume what I want and to the openness of the web.

Ticket: # 557519 - Comcast and landlord issues

Date: 9/29/2015 4:52:46 AM

Received via: Internet

City/State/Zip: Chattanooga, Tennessee 37421

Company Complaining About: Comcast

Description

We have been having issues with our cable and internet provider Comcast for years. Unfortunately due to the fact our landlord is being payed by Comcast to not allow other services into the complex we have little choice but to have them. Last year around 12/12/2014 our cable and Internet completely went out and when the technicians checked everything out it was discovered that a wire in the main junction box on our building had melted. There never was any resolution to what caused it and since we have had more problems. Now we are having more issues and Comcast is wanting to charge us to fix any wiring or other issues inside our apartment claiming it is our responsibility to pay for such services even though we are renters and do not own any of it. So now we are stuck paying for services which are near useless or not having any service at all unless we want to cough up the money to pay for repairs. I think this is absolutely ridiculous that we should have to pay for repairs to things we do not own especially since it's the landlords responsibility to repair their property. It's also unfair we are being forced to use Comcast when there is competition in our area willing to come in but the landlords refuse to let them. What rights do we have in this situation and what can be done about it.

Ticket: # 557544 - COMCAST AGENT STUPIDITY - AGENT INADVERTADLY COMMITTED A CRIME**Date:** 9/29/2015 7:01:04 AM**Received via:** Internet**City/State/Zip:** Manchester Township, New Jersey 08759-2237**Company Complaining About:** Comcast

Description

This has now happened a total of 3 times with in a 2 month period. Agent would removed a service on my account (second internet service allowing me to use my second modem for internet services not just for phone) simply because agent thought it was a mistake two agents would have removed it with out attempting to verify it at all and just removed it simply they thought it was an error, my account does have two modems and its an unusual setup I understand that but they need to verify it first, the first time this happened the agent looked at my account removed it and when I were to verify I was supposed to have that service she claimed she removed it and is now putting it back, My call was to ask about a Digital Cable Receiver which was noted on my account but was returned over a week ago, the second time this happened was when I had just replace my modem and I had my modem put into activation modem after working properly for over 10 hours the agent did attempt to verify but I asking for support on the internet and its a well known fact that internet support agents support multiple persons at the same time, she never noticed the response before removing the service but once again she added it back i never reported that incident because I know how that is somewhat unfair but she should have responded by reviewing the chat in the first place and completely waited for my response which was already there and then confirming it first before making the change. The last time so far I once again was attempting to get support and for something other than the Internet, I had gotten a new DVR receiver which was no longer working properly I would call into their television technical support, and asked to troubleshoot the DVR and only the DVR, she then said i'm going to check your rate codes to make sure they are proper and I said to her that they were infact proper as I have already have gone through 6 months of trouble with the second modem and the improper codes, Not realizing the second modem service was supposed to be on the account the modem service was infact removed and I would find out about it almost 7 hours later when I received an email notifying me of a change I did not make. Both agents in cases 1 and 3 have been arrested and charged with unauthorized modification to an transaction based account (a federal banking charge) both cases are still pending in the federal court system. the original case had a court order requiring the re-training of all their agents making them verify what services should and shouldn't be on the account. My entire problem for 6 months in regards to the second modem is because agents offer me service for 2 modems with only one internet service and every time a change was made to my account for any reason one or both my modems were disabled. Each time I would tell them you need to add the second modem service and many of the agents claim to me I've been here for a long time I know what I'm doing and every time they fail to add the second modem or remove it when the changes are made. Corporate Comcast was contacted in regards to this matter and are supposed to be retraining their agents, to date are not aware when you have more than one modem and you intend to use both modems for data you need two modem services. Many agents needed to be taught by me how to do it because now the systems now prevent the activation of the modems without an active service. I am an ex-comcast employee and I know how their system works everytime I need to

the go to the service center I tend to need to show the employee how to do their job properly as their training is inadequate.

Ticket: # 557679 - wrong billing again

Date: 9/29/2015 9:11:12 AM

Received via: Internet

City/State/Zip: Miami, Florida 33184

Company Complaining About: Comcast

Description

a month ago, I filed a complaint here, due to a long story about wrong billing due to errors made by the internet company Comcast, after many calls and filed this claim, they called to apologize and tell that our next bill would be waived in order to compensate for all the problems they caused, after that the following two bills are higher regardless of the credit, when we called they said that our internet service was changed from \$29.99 to a higher rate one, that was never requested or approved, besides they are charging for the rent of the modem, which is ironic taking in consideration that previous claim, was related to the mistake they made with OUR modem serial, never rented, they offered none solution, they just said your internet was changed, which by the way I don't notice on my internet speed, but in any case, how come can they change my service to a higher rate one without even told us, and this is not about a promotion ending or anything like that, they keep doing whatever they want, and I am feeling that previous claim resulted in a worst action from them, I told them I was only going to pay for \$29.99, nothing else was agreed, and any credit they applied, should has been based on that amount, not on a higher bill, please help, this is unacceptable, Comcast keep doing whatever they want, and when you call they tell you whatever regardless if it is true or not.

Thanks

Ticket: # 557702 - Comcast

Date: 9/29/2015 9:21:35 AM

Received via: Internet

City/State/Zip: Port Charlotte, Florida 33953

Company Complaining About: Comcast

Description

After years of the poorest customer service of any company I have ever dealt with, I am filing a formal complaint. We have Comcast as our cable and internet provider, account no. (b) (6)

Port Charlotte, FL, 33953.

Today, 9/29/15, I tried to do a simple thing with Comcast. I merely wanted to sign up for EcoBill, which is their paperless billing. We are already enrolled in their autopay program and going paperless makes perfect sense. I first called Comcast (4 times I called and 4 times got the recording that I could not reach that number from my area [this has happened in previous calls to Comcast at their 800-XFINITY number]). When I finally reached a customer service agent (out of the country, I presume, as the two times I spoke to someone they had a foreign accent), I was informed they could not enroll me in EcoBill but to go to the website. I went to the website, signed on, went to the EcoBill tab, clicked on it, and was redirected to a basically blank page with only the word Comcast at the top of the page. That was it. Did that 3 times. Called Comcast back, was told by another agent they would have to email me the directions on how to enroll in EcoBill.

This is absolutely ridiculous! What should be a very simple procedure, which should take no longer than 5 minutes, has turned out to be over 45 minutes.

Thank you for listening to this complaint.

(b) (6)

Ticket: # 557711 - Billing Over Chargest**Date:** 9/29/2015 9:24:39 AM**Received via:** Internet**City/State/Zip:** Battle Creek, Michigan 49037**Company Complaining About:** Comcast

Description

I (b) (6) am writing to discontinue my Xfinity (Comcast) cable/internet service at this time for one thing the expense is to high and I can't afford to pay \$169.98 in over charges per month secondary to my bundle price. Secondly, I believe that Xfinity (Comcast) is unfairly over charging me for cable/internet service from September 8, 2015 through September 30, 2015. I decided to find a less expensive cable/internet service provider and I am returning my Xfinity/Motorola Cable Box and Modem through the United States Parcel Services Return of Service on Friday October 2, 2015. I'm detesting the billing statement Comcast (Xfinity) forwarded to me email at (b) (6) because I feel these charges are in excess of the bundle package I purchased with Xfinity and I am going to dispute the transaction. I no longer want to purchase cable/internet services with Comcast (Xfinity) or Motorola.

[Ticket: # 557819 - Internet companies](#)

Date: 9/29/2015 9:58:43 AM

Received via: Internet

City/State/Zip: Boston, Massachusetts 02128

Company Complaining About: Comcast

Description

In the city of Boston, Massachusetts, 3 out of 4, Internet Service Providers seem to be in collusion to form a new type of monopoly

Ticket: # 557897 - Comcast

Date: 9/29/2015 10:12:43 AM

Received via: Internet

City/State/Zip: Jaksonville, Florida 32246

Company Complaining About: Comcast

Description

I am not receiving my emails for my email v(b) (6)t. This happened after Comcast shut my internet off by mistake. Comcast acknowledges that it is a problem that only they can fix. I have tried to get someone to help me to no avail. Please help me get my emails.

Ticket: # 557916 - Changing location

Date: 9/29/2015 10:19:23 AM

Received via: Internet

City/State/Zip: Huntington, Indiana 46750

Company Complaining About: Comcast

Description

I called to schedule a change in our business service location. There were difficulties getting through- I called and the automated system sent me to a business line that then told me was out of service and gave me the 800 number that I started with, then disconnected. I finally found a different number online and reached a live person. He was very friendly and helpful. He set it up and said I would receive a call to schedule the swith over time. I bever received the call, so I called him back, never getting an answer or return call. Our business moved last week and I have been trying to schedule service hook-up. I have been shuffled from Jordan Larigan to David Larson to Alan Sanyos, back to Jorsan Larigan and mothing haa been scheduled. We NEED seevice. My original call was a week ans a half ago. We have to do payroll tomorrow and can't without internet up. We have beem working with one phone number to a cell phone. I'm i a panic over payroll and no one returns my calls.

Ticket: # 557928 - Complaint against Comcast Business**Date:** 9/29/2015 10:26:30 AM**Received via:** Internet**City/State/Zip:** Fort Lauderdale, Florida 33309**Company Complaining About:** Comcast

Description

This is the second complaint I am filing against Comcast Business. They have kept me out of business since April now and I have spent hours on the phone trying to solve this issue. It all started in February when I moved to a different office number in the same building. I requested a service transfer from Comcast and was told the service at the new location would be connected within a week. That never happened and after numerous phone calls to follow up, a month later, I was told that my account could not be connected because there was another a balance from the previous tenant in the office I had moved into, and that they could not connect my service until they solved the issued. I offered to send my lease so they could see that I had nothing to do with the previous balance from the other tenant. They told me it was not necessary but still didn't connect my service. It was then that I filed a complaint with the FCC and Comcast finally contacted me. They connected my service and I continued to make monthly payments to my account. A couple of months later my internet service was disconnected. I would call them to find out what was going on thinking it was an outage or something and Comcast would say they would come to check my connection. Weeks would go by and nobody would show up. Each time I called they would again tell me that they had set an appointment and someone would come to check on it. Finally, I received a bill from a collection company for about \$2,500 from Comcast. When I called to find out what was going on nobody could figure it out. Finally, after investigating my account, on my own I learned that Comcast was charging me more than \$2,500 for breach of contract and that all the payments I had been making had been going to an inactive account that I never asked to be cancelled.

I learned that when I first requested a transfer of service to my new location, instead of transferring my service using the existing account and contract that I had, Comcast created a new account for my new location and left the old account inactive but still receiving payments even though there was no longer any service being provided on that account. I tried explaining to Comcast that they needed to transfer the payments (About \$400) I had made into the old account to the new account and that they needed to reconnect my service. They sent the issue to a different department for investigation and told me again that this would take a week. I never heard from anyone. I called back 10 days later and there was nothing on the record from my previous call. Again, I explained the issue all over and they asked me for another 7 days to investigate. After that I called and they finally admitted that they had two accounts for me and that payments I had been making had been going to the old, inactive account. Then the representative said my account could be reconnected if I made a \$12 payment for a balance that she said was left. After I made the payment over the phone, she transferred me to a sales person, who started asking me what type of service I wanted. It was then that I realized this sales person was trying to open a third account for me and wasn't even aware of the issue I had been dealing with.

I refused to open another account because this is how the problem started to being with. I went to the Comcast store, waited hours and when it was my turn the rep told me she couldn't help me because I had a business account and their store is only for residential accounts. I now have no service, Comcast still has all the payments I made to the inacitve account. I have tried contacting them via phone and internet and I have yet to find someone who can take care of this mess.

Comcast is the only internet provider in my office building. I rely on internet for my VOIP phone connection. Comcast has kept me out of business for about 6 months now. I don't know how this company is allowed to stay in business.

[Ticket: # 557933 - Comcast Bill](#)

Date: 9/29/2015 10:27:20 AM

Received via: Internet

City/State/Zip: Atlantic Beach, Florida 32233

Company Complaining About: Comcast

Description

We are being charged \$203.15 on our bill due 10/14/2015 for an early termination penalty. We were told in August the penalty would be waived and we would receive a \$70 credit.

Ticket: # 557942 - Data Caps

Date: 9/29/2015 10:30:17 AM

Received via: Internet

City/State/Zip: Sunrise, Florida 33323

Company Complaining About: Comcast

Description

Comcast hasn't enforced data caps in my area for several years but has decided to enforce a 300 GB data cap. Now to get the same level of service I had previously I have to pay an extra \$30 dollars just to keep unlimited data plan. In recent months my bill has fluctuated constantly between \$100 to \$160 which forces us to make monthly calls to Comcast. I have no other option when it comes to ISP.

[Ticket: # 557947 - data usage caps](#)

Date: 9/29/2015 10:31:11 AM

Received via: Internet

City/State/Zip: Eads, Tennessee 38028

Company Complaining About: Comcast

Description

Comcast (Xfinity) contacted me and advised that I was over my limit of 300GB per month and will eventually be charged for exceeding this limit (after three "courtesy" overages).

[Ticket: # 557990 - Services](#)

Date: 9/29/2015 10:44:29 AM

Received via: Internet

City/State/Zip: Richmond, Virginia 23223

Company Complaining About: Comcast

Description

I had service not even one month and was disconnected without notice. They said I needed to send a copy of my lease in and repeatedly explained to them I wasn't on the lease and wouldn't be able to be added to the lease they insisted it wouldn't be a problem. I later call to see why my services weren't reconnected and was told I can not get services because I'm not on the lease.

[Ticket: # 558020 - disconnect](#)

Date: 9/29/2015 10:54:00 AM

Received via: Internet

City/State/Zip: Ann Arbor, Michigan 48108

Company Complaining About: Comcast

Description

Called Comcast to discontinue phone internet services 09/24/15, was told I had to wait until the telephone number 'ported over' to Verizon then call back to disconnect services. Called today and was informed there is a required 60 days notice which I was not informed of last week and it is nowhere written in the BUSINESS SERVICE ORDER AGREEMENT - RENEWAL form I signed in 2011.

Ticket: # 558128 - Comcast Data Caps

Date: 9/29/2015 11:25:28 AM

Received via: Internet

City/State/Zip: Alpharetta, Georgia 30022

Company Complaining About: Comcast

Description

Comcast has enforced a 300gbs data cap. I was not informed of this befor in my agreement.

Ticket: # 558140 - Comcast / Xfinity Complaint

Date: 9/29/2015 11:27:26 AM

Received via: Internet

City/State/Zip: Houston, Texas 77060

Company Complaining About: Comcast

Description

Hello, my name is (b) (6) from Houston, Texas.

There are several issues I'm having with Comcast Cable. The first is where they are not telling you the truth, rather explaining all details regarding additional charges to your bill. I recently "upgraded" my services from just cable, to having cable, telephone and internet service. The associate with Comcast informed me that there will be a SMALL deposit; however upon my cable being DISCONNECTED; I found out she charged me \$300 and all the monies I was paying for my bills were going directly to the "deposit". They never tell you the truth or be specific with anything. Recently I made an arrangement for them to obtain payment in the amount of \$190.00 on a specific date. They did not get the funds, therefore I contacted them personally and paid the \$190 payment couldn't be stopped. They ended up hitting my account for \$30 six times. This is unacceptable. I'm a single mother of four kids. I have one in college, one in high school, elementary and a two year old; whose father is no longer with us. They are fast talkers, but very slow in listening. Please, please help me to help myself and others who are going through the same thing. I think they're doing this because they are currently the only provider in our area. If you need to contact me, my number is (b) (6) e. I thank you very much for listening.

Kindest Regards,

(b) (6)

Ticket: # 558148 - dishonest service and made up fees

Date: 9/29/2015 11:31:13 AM

Received via: Internet

City/State/Zip: Chicago, Illinois 60646

Company Complaining About: Comcast

Description

I was told by Comcast employee that I could put my service on hold while my home was under construction and I was not living there. I have been billed for every month this "hold" was supposed to be in effect. I have has been hung up on, sent through more Comcast operators than I can count, and when an operator tries to make headway to actually resolve the problem, mysteriously a brand new operator takes over the call. I have been told different excuses from every employee. One employee told us the area we live does not allow services to be put on hold! I was then told to cancel our service, we would be charged an additional \$500 along with the 4 months of service we have been paying, while NOT receiving ANY service.

Ticket: # 558149 - Comcast Data Caps & Monopolies

Date: 9/29/2015 11:31:14 AM

Received via: Internet

City/State/Zip: Powder Springs, Georgia 30127

Company Complaining About: Comcast

Description

Comcast is the only internet provider in my area, and are breaking my bank with these ridiculous data cap "trials". Its obvious this is abusive, and the FCC should include data cap and surcharges under net neutrality laws.

Ticket: # 558155 - False charges

Date: 9/29/2015 11:33:27 AM

Received via: Internet

City/State/Zip: Owens Cross Roads, Alabama 35763

Company Complaining About: Comcast

Description

For the past three months I have been overcharged on my Comcast bill for the August, September, and the October billing cycles. Starting in August 2015 I was charged an additional \$10.00 and in September I was also charged an additional \$10.00. I contacted Comcast billing department and was told by a Comcast representative that it was for Performance Plus (additional internet speed) however he stated that I was not receiving anything additional nor did I ever request anything additional to be added to my account and the charge would be removed. The charges were not removed and I paid both additional charges for both August and September billing cycles.

For the October billing cycle I was given a \$20.00 credit to cover the August and September charges. However, I was charged additional \$39.95 for an In-Home Service Visit and \$20.00 for an Internet Install Fee. Both of these charges were false. The Comcast technician that came to my home informed me at the time of the visit that the wiring outside of the home was improperly connected and was not my fault nor would there be any kind of charge. Additionally, there was never an internet install even done by the technician. I have my own equipment and installed it myself. I contacted Comcast billing department and was told by a Comcast representative that the technician had submitted the charge. The Comcast representative I spoke with informed me that technicians are not supposed to make decisions on billing charges. The representative I spoke with reviewed my account history and stated that the charges would be removed by her supervisor.

I contacted Comcast billing department again the next week because the charges had not been removed and was told by a Comcast representative that the charges were under review. I explained that I was overcharged for the last two months and wanted to make sure I was not paying extra charges for a third month and asked to speak with a department supervisor. The representative said I would be transferred to a supervisor however I was transferred to the technical support line instead. I explained my issue yet again and asked to be transferred to the correct person however I was just transferred back to the Comcast billing department. After I explained the situation another time I was either hung up on during the middle of this call or the call was disconnected for reasons unknown to me because my phone service was working perfectly fine. I currently still have the additional charges on my bill and have not received a call from a Comcast representative in regards to my issues.

Each of the several calls I have made to Comcast have required an unacceptable amount of my time with no results each time. I have been told that the issues would be taken care of but they have been left unresolved and have cost me additional money and time away from work to take care of this. I have either been hung up on or the call was disconnected for reasons unknown to me several times with no call back from a Comcast representative. This is poor customer service and this should be an easy issue to resolve but it has yet to be properly addressed.

Ticket: # 558159 - Comcast data caps and falsifying my information

Date: 9/29/2015 11:34:25 AM

Received via: Internet

City/State/Zip: Murfreesboro, Tennessee 37128

Company Complaining About: Comcast

Description

I am getting eaten alive by Comcast's data cap "test" that has been going on for years. Nothing has changed in our households internet usage from day one and we are consistently being charged "overage charges" that are DOUBLING my internet bill.

According to Comcast one can watch 20 Hrs of HD quality video per day and not go over the allotted 300 GB of bandwidth. We use the internet to watch a few shows on netflix/hulu and i play online games on XBOX live a few times per week. There is no way we use the equivalent of someone watching 20 Hrs of HD video per day as my two children are in school and my wife and i both work 8+ hours per day and spend a majority of our time at home doing chores.

I also have had several instances of Comcast charging me modem rental fees when i have owned my own modem from day one of using their service. A modem belonging to Comcast has never passed through any door of my home. I go through this constantly and as soon as the problem is corrected my account is "audited" again and they start charging me again.

This company is fraudulent and something needs to be done about it. At the very least there needs to be a set fee for not having a data cap. In my opinion the data cap needs to be done away with period. I pay quite enough for their lousy service without additional fees being added without my consent.

Ticket: # 558183 - Comcast service move pricing discrepancy

Date: 9/29/2015 11:41:43 AM

Received via: Internet

City/State/Zip: Cottonwood Heights, Utah 84121

Company Complaining About: Comcast

Description

Was quoted one price to move service to a new address by one Comcast agent in their "retention department," but when I called back to that same department another higher price was offered with no option for the previously quoted price.

On 9-28-2015 I called to the Comcast "retention" department twice, to verify pricing and options for moving my Internet service to a new address, from (b) (6) Salt Lake City, Utah 84116 to (b) (6), Cottonwood Heights, Utah 84121.

On 9-28-2015 I was quoted a "loyalty rewards" price of \$34.95 for the first year of service at the new address, to keep & retain the exact same Internet speed level of service I have now: the "Performance" level which allows for speeds of up to 50 Mbps.

On 9-28-2015 I told the agents I was not ready to sign up because I needed to verify the wiring situation at my new address. On the evening of 9-28 I verified the wiring was ok at the address.

On 9-29-2015 I called back to the Comcast "retention" department and spoke with two agents. Both agents were unwilling to honor the previously quoted \$34.95 price to have my same level of service at my new address.

I request that Comcast honor the 9-28-2015 quoted \$34.95 per month price for the first year of "Performance 50 Mbps" service at my new address.

[Ticket: # 558295 - Comcast high speed internet service](#)

Date: 9/29/2015 12:07:58 PM

Received via: Internet

City/State/Zip: Vacaville, California 95688

Company Complaining About: Comcast

Description

For the past two years we have been dealing with extremely slow and non existent internet service. We have wasted much time and energy trying to work with Comcast on the issue. They agreed to a small discount for this year. However, especially over the last couple of months the service has become totally unreliable at any time of day. I have two neighbors experiencing the same problem. Apparently, there is major cable work that needs to be completed but rather than do this, Comcast's approach has been band aid fixes and those don't seem to work anymore. Their customer service is appalling. They should not be able to advertise a service in this area that they simply cannot provide.

Ticket: # 558314 - Internet Data Caps, Speed, and Fees

Date: 9/29/2015 12:14:38 PM

Received via: Internet

City/State/Zip: Mount Pleasant, South Carolina 29466

Company Complaining About: Comcast

Description

Comcast is imposing unreasonable data caps and "overage" fees on internet data use and slowing down data speeds. Further, when questioned, they state that they "don't monitor what sites you use or how much data each site uses". If this is true, how can they accurately bill you for what you use? Worse, they can't even tell you what sites or internet activity will help you lessen your usage in order to avoid their Machiavellian fees. They are however, very happy to charge and collect arbitrary fees that they cannot explain to anyone's satisfaction. Why should I pay for premium "Blast" internet service and have to put up with slow speeds and data fees for slow service with no avenue for satisfaction as they are a monopoly in my area? Someone has got to stop this behemoth profit beast from consuming the consumer.

Ticket: # 558348 - Xfinity

Date: 9/29/2015 12:24:09 PM

Received via: Internet

City/State/Zip: Golden, Colorado 80401

Company Complaining About: Comcast

Description

Xfinity-Comcast continues to unjustifiably raise their rates and manipulate my charges. I re-negotiated my plan 1 year ago and was told this rate would never change as long as remained a customer. That rate was \$108.61. They have crept up my rate for the same service to \$132.32 and are now announcing a huge rate hike in October.

Xfinity-Comcast has had a their hands in the consumers pocket unchecked for way too long. They don't honor their agreements, they are constantly raising rates for no reason, they are GOUGING the American consumer. Their MONOPOLY needs to be stopped.

Ticket: # 558401 - Ongoing Major Internet Outages by Comcast in Key West, FL

Date: 9/29/2015 12:44:59 PM

Received via: Internet

City/State/Zip: Key West, Florida 33040-6830

Company Complaining About: Comcast

Description

Comcast Key West has continued with major internet outages. On Tuesday, September 24, internet service went out between 2:01am and 6:20am. Today, September 29, internet service went out at 10:01am and when I called in to comcast a recording stated "we expect service to be restored by 3pm." I left the house at 11am to go to a non-profit organization where I volunteer and they allowed me to connect to their internet service so I could get some important work done - I am filing this complaint from there. Over 4 1/2 years now there have been between 75 and 100 outages and recently the outages have become longer in length. Despite many complaints (and statements from comcast technicians visiting my home for needless service calls when the outage problem is always due to problems with the comcast equipment out in the field, as these technicians tell me), NOTHING has been done to assure reliable internet service in Key West. Complaints have been filed up the comcast chain of command, all the way up to the executive vice president level, and comcast does nothing to fix the problems with the system or even acknowledge there are problems. comcast assumes NO responsibility to supply reliable internet service to this customer and many other customers I have been in contact with. It is time for the FCC to send an investigative team to Key West, FL to discover what must be done to fix comcast in Key West. NOTE: unable to supply account number since that information is at my home location and I am working from an alternate location which has working internet service.

Ticket: # 558508 - Comcast Extortion**Date:** 9/29/2015 1:09:19 PM**Received via:** Internet**City/State/Zip:** Bryn Mawr, Pennsylvania 19010**Company Complaining About:** Comcast

Description

So I'm a law student and clerk who really needs internet.

2 months ago, on August 13, I had Comcast install internet and TV, under a package called X1 Pro Plus. At first it appeared to be working, but the internet was actually cutting out or slowing to a crawl for 5-10 minutes at a time, every 5-10 minutes. It's possible to download even large things because it's occasionally perfectly functional, but it's very difficult to check emails, browse the internet, do legal research, etc, because it's so intermittent. Also, when installing the TV box, the installation guy used an HD box, after calling and checking with his boss that it wouldn't cost me extra, he told me explicitly there was no reason not to get an HD box, but then I got a \$10 "HD Technology" fee on my bill. Additionally, my installation fee was higher than quoted.

I complained immediately. The HD fee was prorated up to the day I complained, although they told me I would have to go out of my way to return that box to them, and that they would ship me a SD box that I was to install (and they charged me \$10 for this "self installation"). They also reduced the install fee by \$10 because I said I was told \$30 and it was \$40, but really it was \$42. Whatever, small potatoes. We also scheduled someone to come out and diagnose the problem, but after a missed appointment it took 3 weeks to get the diagnostician out.

The diagnostician said that there was a problem with the wire coming from the wall and a new wire would have to be installed. He told me I would get a call that day from the contractor, "Royal", who would handle the repair. That never happened. I contacted Royal on my own, but never received a response.

Then began an endless back and forth between various customer service departments, where the story was different every time for why I hadn't had service. One guy told me it was because I was in default for 50+ days (I had been billed for the first time about 2 weeks beforehand, and hadn't paid because they were supposed to prorate my internet up to when they actually got it functional). However, because this person told me there was no way to get the internet working unless I paid them, I gave them \$100. Little did I know that was going to get me a \$55 "change of service" fee, as well as a \$6 TV re-activation and \$3.50 internet "reactivation" fee. I was also charged \$6 for the "convenience" (I was told if I didn't there was nothing they could do). So now they expect \$120 this month on top of the \$100 for last month, on a \$55 plan that never worked.

Also, one of the handlers told me I'd get \$10 for the inconvenience, that never happened. Also, they never shipped me the SD box they charged me to install myself and they've charged me again for the HD box. They did get one fixer out here about a week ago, but all he did was change the (perfectly functional) modem instead of fixing the wires because "that's a different thing" and "he didn't have permission" and "he didn't trust the diagnostician's opinion".

I've spent at least 20 hours on hold with customer service, crafting emails that list my complaints, chatting online and attempting troubleshooting. It seems like every time I complain it's like it's the first time Comcast has heard about this, and there's some new one-time problem like they have the wrong service listed, or they assumed it was magically resolved. I've been lectured and yelled at by people who have no idea what they're talking about or what the situation is.

I was supposed to get a sort of emergency repair crew in on Sunday because I got a hold of the "executive relations" something or other department, but they never came out. I see online on their site that I apparently have an appointment for October 2nd, but I haven't heard anything about that. My next bill is also due today, but at this point I'd be giving them over \$200 for a service that never worked in the hopes that this customer service, which has proven nothing but a big runaround, will refund me a fair amount. It's like Don Corleone's customer service. I don't understand why this company is allowed to hide charges, racketeer real estate with its competitors and ignore and extort its customers when it's making tens of billions of dollars in profit. I suspect it has something to do with campaign finance.

[Ticket: # 558538 - Comcast Broadband issues new data caps](#)

Date: 9/29/2015 1:17:38 PM

Received via: Internet

City/State/Zip: Coconut Creek, Florida 33073

Company Complaining About: Comcast

Description

Received a letter from Comcast today which states they are placing a data cap of 300gb per month on home broadband service requiring me to pay extra \$30 per month to receive the exact same unlimited service I have received for the past 10 years. I find this outrageous as my family of 5 often exceed this data cap with regular internet usage. We don't use Netflix streaming which if we were interested in using is no longer an option with the data cap in place. We are a low income family and adding \$30 to our bill to receive the same exact service is a blatant rip off. If we had ANY option for other ISP's we would switch but Comcast is a monopoly in my area so we have no choice but to pay.

Ticket: # 558581 - Refund from Comcast for late fee charged in September, 2015

Date: 9/29/2015 1:28:54 PM

Received via: Internet

City/State/Zip: Missouri City, Texas 77459

Company Complaining About: Comcast

Description

(b) (6) stated that she paid her cable bill , by phone, on 09/11/2015. (She has bundled services that include internet and cable TV). However, when Comcast processed the payment, something happened that caused the payment to be rejected. (b) (6) stated that she paid the bill from her checking account and that she had more than sufficient funds to cover the bill. Comcast then charged her a late fee of \$9.50 plus a return check fee of \$30.00.

Ms. (b) (6) then contacted her bank to obtain documentation showing that there were sufficient funds to cover that payment. (Ms. (b) (6) stated that she has that documentation, that can be provided to Comcast, if required/needed).

Ms. (b) (6) requests that Comcast provide full credit for these charges because the payment was made correctly and funds were in the account to cover that payment. However, for some reason, Comcast charged these extra fees for reasons unknown/undisclosed and that are, apparently, fraudulent . Perhaps, the representative entered incorrect information! Calls placed in order to verify this payment (when it did appear in her checking account), resulted in no confirmation or additional information, from Comcast. This was an exercise in futility!

The consumer stated that Comcast should not get away with randomly assessing additional charges if not warranted. Therefore, Ms. (b) (6) requests full credit for the charges assessed in error.

[Ticket: # 558663 - Comcast data capping](#)

Date: 9/29/2015 1:54:16 PM

Received via: Internet

City/State/Zip: Miami, Florida 33185

Company Complaining About: Comcast

Description

Comcast beginning Oct. 1 will start data capping internet in Miami

[Ticket: # 558849 - Comcast data cap](#)

Date: 9/29/2015 2:40:38 PM

Received via: Internet

City/State/Zip: Lawrenceville, Georgia 30045

Company Complaining About: Comcast

Description

Comcast has put a 300GB data cap on my service. I have no way to buy more data. Two different Comcast reps told me the FCC mandated this in my state.

[Ticket: # 558852 - 300 GB limit for my internet](#)

Date: 9/29/2015 2:41:20 PM

Received via: Internet

City/State/Zip: Savannah, Georgia 31405

Company Complaining About: Comcast

Description

Comcast has set a 300 GB data limit on my wireless internet even though I pay them over 70 dollars a month for only internet. This is infuriating and has caused me to pay extra money just so I can do school online and also enjoy movies and TV shows on any of my devices. This is an outrage and a waste of money if I can not use the service I pay for without fear of charges.

Ticket: # 558874 - COMCAST and cable connection transfer

Date: 9/29/2015 2:49:09 PM

Received via: Internet

City/State/Zip: Bow, New Hampshire 03304

Company Complaining About: Comcast

Description

Dear Sir/Mam,

With due respect, I wish to bring to your attention my ordeal over the past 2 months trying to get my cable transferred. I moved to a new location subsequent to buying a house, it is a rather rural location; I first placed a request with COMCAST to get my connection transferred in July/2015. Unfortunately 2 months later, I still do not have any cable, it has only been an ordeal thus far. The customer support has been horrible, they hang up on you, they tell you that besides waiting I do not have a choice and there is nobody else I can talk to, they promise to call back and don't, they promise to talk to their supervisor to look into the matter and get back but unfortunately it does not happen. Besides COMCAST there are no other cable service providers in this town and therefore I do not even have the option of switching service. At times, I have to work from home using a VPN connection to review important healthcare documents, I am unable to do so and it is affecting my work, my spouse has to work online for her classes which she is not able to do currently, I have a 3 yo old who has not been able to follow his shows, like PBS for the last 2 months. In all, it has come to affect our lives in multiple ways and it is getting extremely challenging. COMCAST is a huge company with all the resources necessary to fix the issue however they have chosen to be insensitive and ignore it. I feel, having monopoly over a service, they should not be allowed to pursue business practices that effect others lives. I have been very patient and waited for 2 months now, without any progress, I hope you would agree that 2 months is enough time to set up a cable connection. Any help from your good office to look into the matter would be extremely helpful to our family and very much appreciated.

Thanks you for your time and attention.

(b) (6)

(b) (6)

Ticket: # 558996 - Comcast Internet Data Cap Effective October 1st

Date: 9/29/2015 3:18:52 PM

Received via: Internet

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

Company Complaining About: Comcast

Description

This is Comcast's second time attempting to implement data caps to punish subscribers into purchasing additional services in the Miami, FL market. Previously they had attempted a 250GB data cap and are currently preparing to launch a 300GB data cap effective October 1st with overage charges of \$10 per 50GB or \$30 add on for unlimited internet.

While I have been a longtime customer of Comcast since the 90s, I believe this is crossing the line into which how a company wants to control the lives of it's users. The remaining alternative service is AT&T U-Verse in my area. This provides unfair competition and potential monopoly issues may arise should Comcast rolls out this service.

Ticket: # 559019 - No service

Date: 9/29/2015 3:22:59 PM

Received via: Internet

City/State/Zip: Hialeah, Florida 33016

Company Complaining About: Comcast

Description

Called Comcast and have asked for my instal date. Keep giving me the run around. Fail to install my products that I pay for. Loosing business because they have not installed Internet, try to speak with supervisors and no avail.

Ticket: # 559025 - Knoxville Comcast Data Caps

Date: 9/29/2015 3:24:25 PM

Received via: Internet

City/State/Zip: Knoxville, Tennessee 37921

Company Complaining About: Comcast

Description

Comcast has begun to roll out data caps in the area, I believe this month. Now I am getting bombarded through in browser notifications which I have never agreed to and cannot be turned off, per customer service. Also, being in a "test area" for data caps is increasing my bill just because of where I live. There is no other ISP in the area, or at least in my apartment complex due to Comcast making our apartment complex an exclusive "comcast community". There needs to be competition in the area, or we will continue to get screwed by Comcast. I don't want to pay more because of where I live, when other people in the country and even the same county, are getting cheaper and more extensive internet service with no data caps. FCC needs to stop Comcast from taxing their customers just because of where they live. Please do something. Anything. Thank you for your time.

Ticket: # 559117 - Data caps

Date: 9/29/2015 3:43:16 PM

Received via: Internet

City/State/Zip: Jonesboro, Georgia 30238

Company Complaining About: Comcast

Description

My mother got Netflix and now is told that there is a data cap and she is now exceeding it. This is ridiculous. She pays too much for cable as it is, and now that she streams some shows, she's getting hit with extra fees. Comcast has a monopoly in our area that it is severely abusing.

Ticket: # 559132 - Comcast Data Cap

Date: 9/29/2015 3:46:55 PM

Received via: Internet

City/State/Zip: Cafb, South Carolina 29404

Company Complaining About: Comcast

Description

The 300gb data cap for a family of 5 is crazy we do the normal internet things such as video game and youtube st still hit the cap, It literally cost comcast nothing but they find away to make more money.

Ticket: # 559249 - Comcast Xfinity Internet service

Date: 9/29/2015 4:16:06 PM

Received via: Internet

City/State/Zip: Belle Vernon, Pennsylvania 15012

Company Complaining About: Comcast

Description

On 9/28/15, I signed up for Comcast internet service through their website. Their advertised deal is \$29.99/mo for their Performance package. It states the pricing is for 12 months and there are no term agreements. As I proceeded through the order, I agreed to rent a modem from them for an additional \$10/mo. After completing my personal information, I was taken to a confirmation screen where it stated my total to be \$39.99/mo. Later on in the day, I received an email with a summary of my service. It states that my monthly service fee is \$66.95, \$10 modem rental fee, \$39.99 installation charge, plus taxes and fees for a total of \$117.54 due. I contacted their customer service and was told that the \$29.99/mo only applies if we sign up for additional services. No where on the site does it disclose that information or stipulations. The customer service associate became very rude when I told her I'd like to cancel the service. I then asked to speak to a supervisor, and she rudely told me I would have to wait 2 hours for someone to call me back. I believe they are scamming people and their customer service is the absolute worst!

Ticket: # 559254 - Internet Franchise Monopoly

Date: 9/29/2015 4:17:09 PM

Received via: Internet

City/State/Zip: Marietta, Georgia 30062

Company Complaining About: Comcast

Description

We don't have much options for internet in my area. Either DSL with ATT which is crazy slow, or Comcast (monopoly who bullies us). Charter and Comcast have divided up the region so they don't compete, you either have one or the other, you can't choose. We have Comcast because we don't have a choice, it's the only service provider with decent speeds, DSL is practically dial-up with only a fraction of the speed needed for modern day usage. Because of this Comcast bullies us, the price is very secretive and different address by address, we aren't even allow to have just internet, a cable tv package is essentially shoved down our throats. The only options for just internet by itself provided to us is 6MB/s snail speed or 2000MB/s ridiculous enterprise/business level speed. The normal 80-100MB is only available with some sort of bundle with Cable TV which we don't even watch anymore, but we are forced to get, because 6MB is too slow for us and 2000MB is \$300 dollars a month. On top of all that Comcast has a data cap of 300GB a month before they charge you extra. We use roughly 10GB a day, so the data is very tight. We have too watch all video steams at 480p, because HD resolution streaming means we will definitely go over our limit. We only get enough bandwidth to read some emails and watch youtube/netflix for an hour each day or will be endanger of going over the cap. The games I buy online, I can only download 1 a month or we will go over the cap. In the modern day Internet is an essential resource that the public needs, from entertainment, to education, to communication, with major internet providers holding monopolies and bullying the public. They claim it's not a monopoly but with Cable companies holding agreements to not compete in the same region, and the other alternatives being extremely so, it's like comparing buying food from the grocery store but they have a monopoly and force you to buy other foods that you don't want and they jack up the prices, but the alternative that is available is to shop at the gas station which only has instant noodles and candy, so we have no choice but to go with the only available cable company "grocery store". I've left complaints before, and they tried to contact me once, I've called back and left multiple messages but they never answer throughout the day or return my call. I think the FCC really need to step in on regulating Internet providers like Comcast

Ticket: # 559301 - cable

Date: 9/29/2015 4:29:18 PM

Received via: Internet

City/State/Zip: Fenton, Michigan 48430

Company Complaining About: Comcast

Description

Have had Comcast for cable TV and internet since 2005. Made an initial call June 26th to discontinue cable ONLY. Turned in the equipment on June 28th. made a second call September 1 to inquire as to why cable was not disconnected and why charged for it. Made a 3rd call September 23 as to why our internet connection was discontinued. It was explained to me the disconnection was due to nonpayment. Payment was not made due to not knowing what we owed because we were quoted 3 different monthly internet prices and each monthly bill did not reflect the quoted price. no continuity with each customer service contact (multiple) and no continuity with price quotes. Denied request for contact with supervision. Total hours spent on the phone with Customer Service representatives 15 hours.

We hopefully have severed all ties with Comcast today, September 29, 2015.

Ticket: # 559356 - Comcast Data Cap and unfair pricing

Date: 9/29/2015 4:45:56 PM

Received via: Internet

City/State/Zip: North Miami Beach, Florida 33160

Company Complaining About: Comcast

Description

Hell my name is (b) (6) i have been a comcast customer for a very long time and now they are imposing a data cap on my service and not only this but saying they will charge me and extra 30 dollars to keep the service i already recieve. Now i have tryed to call comcast i need unlimited internet for multiple reasons and i use it strictly for entertainment netflix ect. Now i have cable service and a lan line service not because i need them but because without them i will be charged a lower amount than just the internet on its own now i am trying to remove cable and the lan line service to lower the cost of my bill and when i called customer service they told me that i would be paying more or the same amount now correct me if i am wrong but in what world do we live in that has customers paying more money or the same for less service i have tryed to call customer service multiple times and they are of no help and they seem to not care at all about the service they are providing now i would love to switch providers but in my area the only provider is uverse and they are offering internet speeds which will not work for my needs so i am literally stuck in a shut up and take it situation this is unfair.

Ticket: # 559448 - Comcast Internet 300GB cap

Date: 9/29/2015 5:20:55 PM

Received via: Internet

City/State/Zip: Canton, Georgia 30115

Company Complaining About: Comcast

Description

10 year Internet only HOME customer currently paying \$89 per month before taxes for 50 MB. Just received a noticed about an overage so the bill will exceed \$100 for the month. Does not seem fair that a cap is being enforced because I live in GA. I am already paying an arm and leg for their service.

Ticket: # 559460 - Getting a copy of my bill

Date: 9/29/2015 5:24:50 PM

Received via: Internet

City/State/Zip: Valparaiso, Indiana 46383

Company Complaining About: Comcast

Description

They have not given me the ability to connect to my account at my new (as of June 3, 2015) address. I moved there, it took them 3 weeks to get my service started, and since then I am still able to access the information on my old account in Hobart, but not able to access the information for my new account at my new address in Valparaiso. I can find out how much I owe, but not how to pay it without a \$5 phone handling fee.

Ticket: # 559489 - Comcast customer service in resolving internet issues and billing issues; very poor customer service.

Date: 9/29/2015 5:38:06 PM

Received via: Internet

City/State/Zip: Pearl, Mississippi 39208

Company Complaining About: Comcast

Description

I experienced very bad customer service with Comcast over the past few days. I recently moved, and since I already had tv with Comcast, decided to go with the internet service as well. My technician showed up on time on Saturday, 9/26 and installed everything, but did not give us any instructions before he left. An hour after he left, I tried to access my internet and it did not work. I called customer service and was transferred 7 times and not one person that I spoke with could help me. I finally became frustrated and hung up. I waited and called back and went through the same thing, speaking with several people. I heard various excuses such as the tech did not close the ticket, something must be wrong with my computer and finally that the modem must be bad. The last person who I spoke with told me that a tech would come to my house on Sunday, 9/27 between 3-5 and bring me a new modem, since obviously this was the problem. On Sunday, a tech never showed up. I made a call back to Comcast and was told that there was a mistake and that I was misinformed about someone coming to my house. The tech then worked on the internet for a while over the phone and eventually we were able to connect. He offered me a new, cheaper package with more options to make up for all of the trouble the past two days. Then, 30 minutes later, I received a call stating that there had been a mistake and they could not offer me the cheaper package.

Also, when I called to move my service, I was given a price for hooking it up. I got my online bill today and it was over \$100 more than I was told. They also had set up for a tech to come to my house tomorrow, which I had not requested.

Comcast has extremely bad customer service. There is no reason to continue to transfer someone who just needs their internet activated. I am not the only one to complain; I have heard and read multiple complaints against this company and it seems like they never do anything to compensate or help the customer. I will be cancelling my internet and will make a decision about keeping the tv as well.

Ticket: # 559506 - Comcast/Xfinity Data Cap

Date: 9/29/2015 5:47:54 PM

Received via: Internet

City/State/Zip: Tucson, Arizona 85718

Company Complaining About: Comcast

Description

The data cap issued on me for 300 GB is illogical in this day and age. With today's internet speeds and required downloads and streaming for most applications, it is extremely easy to reach 300 GB of data. It is also unjust to allow this cap while other providers do not have data caps. It also hinders the growth of Tucson, AZ.

Ticket: # 559542 - Comcast Xfinity

Date: 9/29/2015 5:57:17 PM

Received via: Internet

City/State/Zip: Charleston, South Carolina 29414

Company Complaining About: Comcast

Description

From the time I have had Xfinity wireless internet the connection and service has been horrific. I have been misled concerning internet speeds and charges. I am on my fourth modem and now told I need another. They keep saying a technician needs to come assess the problem but insist i have to pay even though this is an issue with them. During one visit to the store the representative actually said it looked like someone was pulling a fast one on me after looking at my account but he quickly retracted what he said when I began to get angry. The customer service is just as bad. I have been on the phone for almost an hour and a half and over 50 minutes has been spent on hold. I was told i was paying for 75Mbps but after moving i found i was capped at 25 Mbs and even still i rarely/never got close to these numbers I have pictures showing my wireless speed at less than 5Mbps. However i am continually told there is nothing they can do except troubleshoot the modem or send a technician for a price or have me go exchange the modem AGAIN. This is ridiculous and due to a monopoly they are the only service provide in both areas i have lived.

Ticket: # 559593 - Comcast data caps

Date: 9/29/2015 6:29:06 PM

Received via: Internet

City/State/Zip: Nashville, Tennessee 37209

Company Complaining About: Comcast

Description

Good evening

I am writing to complain about my recent struggle with Comcast and their ridiculous 300 gigabyte cap. As a graduate student living in a household where the internet gets used a lot, we are now being subjected to this scam of a data cap. Not only that, we are not being warned that we are being charged until the charges are going through. For example, I just received a notice that my account is at 333 gigs of usage and they will be charging me, without my consent. This is absolutely ridiculous and its this corporations further attempt to control and regulate Internet usage. When the FCC declared the Internet as a utility, I expected these ridiculous rules to be made illegal but that's clearly not the case. Please make a stop to this so I can utilize my internet the way I pay for it to be used....without caps.

I appreciate it,

(b) (6)

Ticket: # 559600 - misrepresentation

Date: 9/29/2015 6:31:52 PM

Received via: Internet

City/State/Zip: Jacksonville, Florida 32246

Company Complaining About: Comcast

Description

I called Comcast regarding my internet service, I requested to remove my TV and keep my Internet services and was advised by the rep I can keep internet only for \$44.95 and I advised rep I will call back and he advised he will have the promotion documented , so I called today 09/29 and spoke to a representative and was advised it will cost me \$49.95. I requested a manager so they can pull my phone call and validate the conversation and the rep refused to get a supervisor on the line and when I asked for his name the rep hung up.

Ticket: # 559675 - Comcast internet

Date: 9/29/2015 7:07:55 PM

Received via: Internet

City/State/Zip: Parker, Colorado 80134

Company Complaining About: Comcast

Description

Billing

Ticket: # 559750 - Comcast False Advertising

Date: 9/29/2015 7:44:27 PM

Received via: Internet

City/State/Zip: Seattle, Washington 98115

Company Complaining About: Comcast

Description

A Comcast Sales Rep came to our door advertising a \$69.99 cable and internet bundle. When we got our bill it was actually \$133.70. After contacting Comcast they claimed the the sales person gave us incorrect info and that they would not lower the price.

[Ticket: # 559826 - Comcast refuses to service my address...](#)

Date: 9/29/2015 8:21:15 PM

Received via: Internet

City/State/Zip: Muncie, Indiana 47303

Company Complaining About: Comcast

Description

Comcast refuses to service my address, even though my neighbors have their internet, and according to the National Broadband Map they service my address.

Ticket: # 559831 - INTERNET OUTAGES

Date: 9/29/2015 8:23:00 PM

Received via: Internet

City/State/Zip: Chicago, Illinois 60612

Company Complaining About: Comcast

Description

INTERNET HAS BEEN COMPLETELY DOWN FOR 3 NONCONSECUTIVE DAYS IN 1 WEEK AND THEY REFUSE TO APPROPRIATELY REIMBURSE FOR WASTAGE OF TIME AND INTERNET AND MY EFFORT FOR CALLING.

Ticket: # 559847 - charged me a late fee wrongfully

Date: 9/29/2015 8:33:36 PM

Received via: Internet

City/State/Zip: Portland, Oregon 97233

Company Complaining About: Comcast

Description

On 9/228/15 i received an alert from my bank account that i was over drawn . I checked my account to find i was charged \$55.95. On 9/29/15 i called Comcast to ask what the increase was about. I was informed it was a late fee for \$6.00 for paying my bill late. I explained that it was impossible to be late because i am on auto pay. The representative explained i couldn't get the funds return to my account. I than ask to speak to her supervisor. The supervisor name Charlie #0411 also said "Sorry all we are authorized to put the funds back into my account" Charlie said' all we can do is credit my \$6.00 back in my account" I explained i Only gave you permission to request the \$49.95 not nothing else. I also expressed to Charlie that i set up auto pay to prevent this action from happening. I also expressed a \$35.00 over draft would of been applied had i not put in my account. After getting off the phone with Comcast i googled the information for FCC - I spoke with a representative name Mary who was very helpful and supportive, and gave the web site to file my compliant.

Ticket: # 559888 - Comcast

Date: 9/29/2015 9:05:24 PM

Received via: Internet

City/State/Zip: Doral, Florida 33166

Company Complaining About: Comcast

Description

Comcast is now introducing a data cap for internet services which I believe is a punishment for customers who solely choose Comcast as an internet service provider and not as a cable TV or telephone service provider. They are trying to discourage users who prefer streaming their television shows through services like Netflix, Hulu, Amazon, etc. The consumer should not be punished due to progressive technology. Comcast already has an awful reputation with providing inconsistent service at questionable rates, and for most people (myself included), we are limited in our choices for internet service providers. Please do not allow Comcast to unfairly treat (punish) its consumers by implementing this data cap policy. If they wish to remain competitive or increase revenue, they should not do at the expense of the consumer.

Ticket: # 559900 - Continuous Disruption of Service and Advertised Service not Delivered

Date: 9/29/2015 9:11:44 PM

Received via: Internet

City/State/Zip: Hialeah, Florida 33015

Company Complaining About: Comcast

Description

Since we signed a contract with Comcast, we have noticed a spike in the number of outages and reduction in the quality of service provided previously. Internet connection is plagued by "outside of home" outages often resulting in hours of downtime. Speeds have been inconsistent with what is advertised when service is not down.

Ticket: # 559910 - Internet consistently down

Date: 9/29/2015 9:24:02 PM

Received via: Internet

City/State/Zip: Huntsville, Alabama 35824

Company Complaining About: Comcast

Description

I live in the Reserve neighborhood in Huntsville Alabama. We have a neighborhood social network where we track the continued outages of our Comcast network on a daily basis. Comcast offers to send out a tech. The tech never finds anything and Comcast moves on saying they looked into it but never fixes anything. I have been in this house since 2008 and Comcast Internet has had the entire 7 years. The neighborhood has gone from 50 to over 400 houses in the time span with no hardware upgrades by Comcast, but my bill has gone from \$19.99 to almost \$90. The FCC should require competition of providers in the neighborhoods so they are not the monopoly and residents only choice. Comcast has no incentive to improve unless the FCC acts.

Ticket: # 559981 - Comcast issues in local neighborhood

Date: 9/29/2015 10:02:13 PM

Received via: Internet

City/State/Zip: Huntsville, Alabama 35824

Company Complaining About: Comcast

Description

Our subdivision has been having numerous issues with Comcast Xfinity internet and cable TV repeatedly experiences outages for several months now. This outages happen with no warning, at all hours of the day and night, and occur randomly - sometimes a week will go by with no outage, then we will have 4-5 in a single day, or 3-4 over the course of a day or two. Repeated calls to Comcast have resulted in no improvement; technicians will check for issues within the residence, but nobody as far as we know, has checked the nodes within the subdivision. If they have checked them, they have not been fixed, and no details of the issues has been provided to us.

Ticket: # 559986 - Comcast

Date: 9/29/2015 10:14:12 PM

Received via: Internet

City/State/Zip: Murfreesboro, Tennessee 37130

Company Complaining About: Comcast

Description

Comcast is fraudulently billing and there is no way to contact them to attempt to get the problem resolved. Something should be done to require them to answer complaints.

Ticket: # 560033 - Data cap, Data usage information on bill

Date: 9/29/2015 10:57:31 PM

Received via: Internet

City/State/Zip: Southaven, Mississippi 38671

Company Complaining About: Comcast

Description

It was brought to my attention by a Comcast customer service representative that there is no way for me to review my data usage on my bill. On the bill there isn't a numerical amount on the bill. So there is no way for me the track or dispute the overage chargers if the bill is over 3 months. At least the customer service representative lead me to believe that. I was disputing the 300 data cap because orginally I was told that the cap was 500 gig when they first started the cap. Now I'm being told that the cap amount was always 300 gig. When I told the representatire to pull my usage over the past year, he told me that he could not because the system only keeps three months of usage. How it is that cell phone providers can provide a numerical amount but Comcast can not provide that nor do they provide it on their bill. How am I to know if I am going over the data cap or be able to keep record if it is not on my bill and their website only provides the last three months.

Ticket: # 560052 - Comcast Data Caps

Date: 9/29/2015 11:23:30 PM

Received via: Internet

City/State/Zip: Knoxville, Tennessee 37922

Company Complaining About: Comcast

Description

We are a family of 2 adults and 1 toddler. We ordered the 75mb speed Xfinity internet from Comcast. In one month, we have already exceeded the 300GB cap. In this day and age of gaming, news via the web, family time, business, online school, having a data cap that low for an internet speed of 75mb is ridiculous. It seems like I cannot even watch a video of my son without blowing through the cap and without my service going out. Caps this low should be illegal especially with no competition.

There is no competition in our neighborhood in Knoxville (a suburb, not rural) that provides cable service so we are stuck with Comcast. How is that fair? When I lived in Murrieta, CA (a city of about the same size), we had the options of Time Warner and Verizon. They were on the same level too. There isn't even the option to get Charter where I live.

Also, their billing is horrendous. I asked for two outlets to be installed. The contractor they sent out not only drilled through our holes (stating that a wall mount would cost an addition \$100) but he also got the cables crossed so our cable and internet did not work at all! Comcast charged us an additional \$40 to come back out and fix their contractors mistake!!!

Ticket: # 560055 - Comcasts 300GB limit

Date: 9/29/2015 11:25:22 PM

Received via: Internet

City/State/Zip: Miami, Florida 33157

Company Complaining About: Comcast

Description

Comcast will be adding a 300 GB limit to my account, other Floridians and has already done so in other states. If i paid for fast internet its obvious that i will be able to see more of the internet but now here comes these shackles stopping/blinding me until i pay more money only to blind me again and so on. This 300GB nullifies my fast internet, sure ill have it for a while but i paid for a months worth of fast internet not a week or 2! Stopping my internet access because I've seen some of it is the same as limiting my speed, I'll just have done it quicker. The internet is for everybody whenever they need it, paying to access it is one thing but to pay so that i can see only a portion of it is ridiculous. Whether i want to see it or if i need to see it shouldn't stop me from seeing it again the next day, especially when i paid for a months worth of internet access. Not to mention what I'm paying for to see is something not created or belongs to ISPs. This is just another way ISPs can profit off of other people/companies/sites depending on how popular they are.

Ticket: # 560056 - Comcast Florida Data Caps

Date: 9/29/2015 11:25:45 PM

Received via: Internet

City/State/Zip: Miami Springs, Florida 33166

Company Complaining About: Comcast

Description

Comcast is automatically forcing a data cap of 300 GB and as a gamer and heavy streaming media enthusiast in the home with multiple people, there is really no realistic number to this data. Adding an additional 30 dollar charge after already charging egregious amounts for monopolized internet service that should be considered a utility for the common home (because, you know, it is) is insane. Options in my area are limited. They know it. You know it. Something has to be done. We've already spent enough of our money for these companies and their arbitrary business decisions.

Ticket: # 560081 - Comcast Issues

Date: 9/29/2015 11:42:28 PM

Received via: Internet

City/State/Zip: West Orange, New Jersey 07052

Company Complaining About: Comcast

Description

I had previously opened 2 FCC complaints due to two separate issues with Comcast: 1. Internet Service didn't work correctly, 2: They advertised Blast Plus Internet/cable w HBO for \$59.99 per month (no contract).

My current issues:

For #1...A Comcast corporate rep sent out a tech to attempt to fix my ongoing issues. This resolved the issue (which was an inadequate modem they had supplied); however, they then charged me \$40 for them to fix what was wrong with their equipment.

For #2...Corporate Rep contacted me and told me they would indeed honor the advertisement via email. She then called me and arranged installation. When I received my bill I was charged \$69.99 per month and am under a 24 month contract. I never agreed to that amount or contract. I've called their customer service many times and they refuse to fix it. They also are unable to show that I agreed to the pricing/contract.

I'm requesting they return the \$40 fee for them to fix the problem they caused for issue #1.

I'm requesting that they update my plan to the \$59.99, remove the 24 month contract, and refund the difference.

Ticket: # 560089 - 300 GB Data Cap

Date: 9/29/2015 11:54:55 PM

Received via: Internet

City/State/Zip: Savannah, Georgia 31401

Company Complaining About: Comcast

Description

I recently moved from Florida to Georgia for school. In Florida I was with Summit and had unlimited data. I am one person living on my own with this "data usage plan trial" of 300 GB. I went way over the 300 GB plan with about one week of the month left . I am someone who spends most of the time on the computer and it's a bit ridiculous when there is no possible way for me to do what I have always been able to do because of the restrictions. Data caps shouldn't be a thing in my opinion there is no reason for them other than a way for the internet service provider to make more money. As someone who streams, and skypes my boyfriend who is 2,000 miles away from me this is ridiculous and I am searching for a company that actually takes their customers' needs into account. A company that understands that I am a college student who is not made of money. And most importantly, a company that doesn't make dumb rules just because they "can".

Ticket: # 560100 - XFINITY INTERNET

Date: 9/30/2015 12:34:27 AM

Received via: Internet

City/State/Zip: Lawrenceville, Georgia 30044

Company Complaining About: Comcast

Description

I called Comcast and signed up for their Xfinity internet service for my home. I was told sign up was successful, and that equipment would be shipped to me in about a week. However, a day later I received a call from Comcast Xfinity representative stating that I am denied service due to a balance from a previous account in 2010. I disputed the balance, and told her to go ahead and cancel the service and NOT ship any equipment to me.

A week later, Comcast Xfinity delivered setup equipment to me at my doorstep. I called Comcast Xfinity and asked them to pick up their equipment which should not have been shipped to me in the first place, since they had denied service to me. The representative said I have to take equipment to UPS location and ship back at my own expense otherwise I would be billed for the equipment. This is grossly unfair and amounts to bullying. I requested for service, they denied, then they shipped equipment to me due to their own error, and they want me to bear the cost of their error.

I have called Comcast Xfinity twice to pick up their equipment or send a shipping label, they have refused and want me to bear the cost of return shipment.

Please help.

Ticket: # 560126 - Comcast

Date: 9/30/2015 3:36:25 AM

Received via: Internet

City/State/Zip: Sullivans Island, South Carolina 29482

Company Complaining About: Comcast

Description

Our internet is extremely slow and we continue to receive emails that we are out of data for the month. This happens right after we pay our bill. This issue has been on going since June 2014

[Ticket: # 560139 - Service Outage](#)

Date: 9/30/2015 6:30:19 AM

Received via: Internet

City/State/Zip: Woodbury, Minnesota 55125

Company Complaining About: Comcast

Description

My internet service was out on 9/25/15

Ticket: # 560149 - No internet service at our household

Date: 9/30/2015 6:44:38 AM

Received via: Internet

City/State/Zip: Baltimore, Maryland 21231

Company Complaining About: Comcast

Description

We need our household to be wired for Comcast. Wires for Internet service as well as cable need to be run from the cable pole located one street behind our house. We have had over 6 technicians , 4 appointments, and not one person has been able to help us. Every time someone has come to our house they don't know what they are being sent to do, and it has been a month of no service or any progress with what needs to be done. We have had contact with an executive customer relations representative but the communication between everyone is lost. We have gotten emails confirming our order but those were delivered 1 week ago but still nothing has been done, and we need Internet service as well as cable at our household.

Ticket: # 560160 - Comcast data caps

Date: 9/30/2015 7:09:20 AM

Received via: Internet

City/State/Zip: Knoxville, Tennessee 37914

Company Complaining About: Comcast

Description

Please put an end to comcast data caps. These caps limit free market alternatives to comcast tv services through streaming services. While 300GB seems like a lot it is not that much when you factor in HD video formats and other large sized downloads. This is forcing many people to upgrade their tv packages to avoid paying overages. To top this off I believe comcast is taking advantage of people like me who they have a monopoly over when it comes to terrestrial based communications and tv. I do not even have the option for DSL in my neighborhood.

[Ticket: # 560216 - Internet data cap](#)

Date: 9/30/2015 7:58:52 AM

Received via: Internet

City/State/Zip: Pompano Beach, Florida 33068

Company Complaining About: Comcast

Description

I pay a large amount of money for internet service and now I find out that Comcast is now capping the amount of data and if we are to go over that amount we will be charged extra fees. I have a family of four that are constantly using technology and the internet. My children are required to use the internet for their projects and class activity's. With not having too many options, I am pretty much at the grace of what they want to charge me and I don't think this is fair.

I am formally filing a complaint to the FCC about this matter.

To me this looks like another way to gouge the consumer.

Thank You

Ticket: # 560218 - Complaint against Comcast**Date:** 9/30/2015 7:59:02 AM**Received via:** Internet**City/State/Zip:** Tallahassee, Florida 32309**Company Complaining About:** Comcast

Description

I have been with Comcast for a month. In that month I have paid them over \$100.00 and not had one day where my service has not be interrupted. I have placed several calls about the issue and been informed the issue is fixed only for the internet to stop working once I am off the phone with the customer service rep. When I first signed up they sent me a broken modem, which I was told I needed to replace. I took the broken modem to my local office and got a new one. The same issue accorded with the new modem so I had a technical support member come out to my house. He fixed all the errors Comcast had original made and the internet worked better for about three days. They then charge me for his visit. When I called they did give me a credit but I have since not had good service. I have tried to turn off the xfinity hotspot that they enable automatically multiple times. Even called and asked for it to be turned off, I was told they would handle that for me. The hotspot is still currently active and no matter how many times I try to disable it, it just re-enables itself and my service is interrupted. This is my last resort as Comcast has a monopoly in my area (Tallahassee, FL). I am also being charge for TV even though I do not have cable service with them. I just want to have the service that I am paying for to work properly without issue. Thank you for your time and consideration.

Ticket: # 560228 - Denies credit for no service

Date: 9/30/2015 8:09:29 AM

Received via: Internet

City/State/Zip: Clinton, Connecticut 06413-1158

Company Complaining About: Comcast

Description

Had no service from Feb. 17 2015 to Apr. 14 2015. Supervisor denied the credit which a representative told me is \$268. The drop line had to be replaced. I have two work order numbers, both were destroyed in their records, after they were considered resolved. I asked for the reason the claim was denied and was told none is listed. I paid my bill during this time frame after talking to a representative. They said a credit would be issued when the problem was resolved. I asked how would they know the time period of no service. The rep. said by the data usage on my modem. Now I am told there is no way they can tell that.

Ticket: # 560238 - Comcast

Date: 9/30/2015 8:18:15 AM

Received via: Internet

City/State/Zip: Washington, District Of Columbia 20010

Company Complaining About: Comcast

Description

Good Morning,

For about 1 month, I have been attempting to sign up for Comcast internet in my apartment. My landlords, who live upstairs, have Comcast service. Comcast is the only option I have besides DSL, which is costly and of lesser quality than the Comcast product. However, Comcast has directed me to managers, transferred me to other departments, and has even hung up on me on two occasions now. They have told me that my address did not exist. Three times I was told that my address would be verified and added within three days. So far, my address has still not been added to the system. I spent nearly two hours on the phone each of the last two evenings to be told that the billing system simply skips my block when anyone attempts to locate my address or that they can see the address but cannot add service to the address. Last night, I was told that it would be at least another week before I could possibly get internet service. At one point, I was told that I could activate my service, which was false. At this point, I have been misled, lied to, and, quite simply, abused by a company that operates with a total disregard for its customers.

Ticket: # 560265 - Comcast's Unwarranted Charges**Date:** 9/30/2015 8:34:27 AM**Received via:** Internet**City/State/Zip:** Boca Raton, Florida 33487-2338**Company Complaining About:** Comcast

Description

I am having quite the 'On Going' issue with Comcast and their billing department. Approximately 10 months ago, I purchased my own Gateway / Wireless Modem and within that time frame Comcast has attempted to charge me a \$10.00 rental fee 3 or 4 times now for an item I Own Out-Right!! Again, I was forced to spend in excess of an Hour on the phone, unsuccessfully speak to 2 people here in Florida; Chelsea and Monique. Ultimately being forced to call Comcast's Corp. Offices where I began speaking to; Jasmine (ID#5816381) who summarily hung up on me!! I called back and spoke to; Mary-Louise who was very helpful. I am now wait for a call back from a Supervisor. This situation is truly ridiculous and to my mind, almost Criminal!! Comcast is well aware "I Own" this unit, I had to call them to activate it. Yet, on multiple occasions they keep attempting to charge me for something I own!! I honestly have better things to do with my time than spend numerous Hours of the phone, trying to straighten out Their problems!!! I have asked for my last 6 months billing statement to be printed out and mailed to me, this as I do not closely scrutinize my monthly bills, now I need to do exactly that!!

Ticket: # 560307 - Comcast

Date: 9/30/2015 8:54:30 AM

Received via: Internet

City/State/Zip: Brookline, New Hampshire 03033

Company Complaining About: Comcast

Description

I completed an application with Comcast for Internet service in Nashua NH. The website states \$29.99. The completed application stated \$29.99 with a \$9.99 self service installation. The website requires a review of application with a chat to an employee. They insist on changing the price. They say they can't verify their own special pricing. How is this not a Bait and Switch. Their own web COMPLETED application and main website have the same price.

Ticket: # 560330 - Comcast Xfinity Bad Service Provider

Date: 9/30/2015 9:03:43 AM

Received via: Internet

City/State/Zip: Stone Mountain, Georgia 30088

Company Complaining About: Comcast

Description

As of 9/22/15 I upgraded my services with Comcast Internet from Internet Essentials to the Performance Package because of a work from home job I acquired. Originally an appointment was made for 9/23/15 for a technician to come out and install my modem, and to add outlets (wall fish) to my residential home.

The "contracted" technician by the name of Darius came out to the appointment as scheduled. However, Darius closed the job out without completing the job (adding outlets). He stated to me that he doesn't have the drill he needs. He'll have to get it from his supervisor. But his supervisor told him to inform me that he had to do other 8-10 jobs he needed to complete, and that he'll come back to finish the work after he finished his other jobs for that day. He also explained that because he couldn't complete it then he wouldn't charge me for adding the outlets. Darius gave me his personal number to call after 5 pm so he could come back to complete the job, but Darius never showed after stating that day and the next that he would come. Two days in a row Darius never came back to finish his job he never completed. After two no call no shows I called back into Comcast Friday 9/25/15 explaining my issue yet again. Comcast then escalated my issue to the technical department. The technical department stated someone will be to home no later than 5 pm 9/26/15, again another no call no show. I called again that same day which they escalated yet again stating that someone will be out Sunday 9/27/15 and no one ever showed. Outside of the escalations, to cover myself I called again Saturday to make a regular appointment for Wednesday 9/30/15 between 8-9 am.

Today 9/30/15 the technician came, however he couldn't help me because his job stated that I had a trouble call, which I didn't. My internet service is working just fine. I just need two outlets installed. So that technician's supervisor told him to tell me to call back in to Comcast to schedule yet another appointment. Mind you I was scheduled to start my first day of work Monday 9/28/15. I've missed 3 going on 4 days of work all because Comcast don't communicate with each other, but they are a communications company... How ironic.

So when called today, I spoke with agent Jennifer whom tried her best to help by assigning me an appointment tomorrow 10/1/15 between the hours of 5-7 pm. After speaking to Jennifer, I asked to speak to her supervisor, not to scold her but to get my issue finally rectified. Eventually, after waiting for 20 mins I was connected to a supervisor by the name of Aleesia. After speaking to Aleesia and explaining that I've been waiting for services for over a week, I've had over 3 no call no show scheduled appointments, and I've now missed 3 days of work due to non communication with the company, she showed no compassion nor empathy through all I've been through. All Aleesia stated was "ma'am we've done all we can do and we don't compensate for time loss". As to say your time and money doesn't matter.

At this point I'm tired, frustrated, and felt as if I had no option but to complain against this company that takes your money but don't want to deliver services that they guarantee.

[Ticket: # 560505 - Comcast Data Cap and charges](#)

Date: 9/30/2015 10:19:25 AM

Received via: Internet

City/State/Zip: Norcross, Georgia 30092

Company Complaining About: Comcast

Description

Comcast has set a data cap of 300 MB per month and charges for any usages over. My bill has gone from \$60 a month to \$120-130 plus in the last three months. There is no new data program you can go to with a higher usages so Comcast can continue to get extra money from there users. Since there no other companies that can provide internet and Comcast knows this you are stuck.

Ticket: # 560570 - Installation no shows

Date: 9/30/2015 10:41:57 AM

Received via: Internet

City/State/Zip: Alnuquerque, New Mexico 87110

Company Complaining About: Comcast

Description

I have tried for several days to get Comcast internet and cable tv installed in Albuquerque for my father in law (b) (6). Inatallers have missed 3 appointments and not called me as promised. I have now spent over 20 hours on this issue.

Ticket: # 560592 - Internet Cap

Date: 9/30/2015 10:48:21 AM

Received via: Internet

City/State/Zip: Marietta, Georgia 30068-1553

Company Complaining About: Comcast

Description

My family has a Comcast Bundle package that includes Comcast's Infinity Extreme 105 internet service. Which is one of the highest tiers offered before going to business class service. Comcast is the only high speed internet service provided in our area (AT&T DSL is the only other option I can find). With our service, we have a cap of 300GB per month. We stream several video items routinely (Netflix, Amazon Prime, MLB.COM) as well as Pandora and other non-video services. We now are often exceeding our cap which is forcing us to use the Comcast television and video on-demand services (which are often inferior service or have less programming options) or pay increased internet fees. We feel this gives Comcast an unfair competitive advantage over all other providers of streaming services (videos, music, etc...). We are even considering cancelling our home security system with ADT (which utilizes our high-speed internet system to monitor our home) and switch to the inferior Comcast Home service because of this very issue. Comcast is clearly using the data cap to influence customers to utilize all of its other bundled services. We absolutely feel that we cannot "cut the cord" from Comcast cable programming because of this and cannot even cancel our Comcast phone service as other services would utilize data as well. Based on the research I have done, Comcast's state rationale for imposing the data caps are not valid and clearly are meant to control multiple markets that rely on consumer's access to high-speed internet. Please consider forcing Comcast to remove its data usage caps - or at least to bring them in-line with current standards of data usage for families that wish to utilize video/data streaming. Alternatively, allowing greater competition in the area would have a similar outcome (it does not appear that people in areas where AT&T U-Verse or Google Fiber is available have to deal with data caps).

Thank you.

[Ticket: # 560975 - Reopen case 410305](#)

Date: 9/30/2015 12:39:04 PM

Received via: Internet

City/State/Zip: Salt Lake City, Utah 84115

Company Complaining About: Comcast

Description

I'm told today I need to have new case opened to continue work on case 410305. A brief overview of the problem is provided in that case, I can provide additional details if needed.

Ticket: # 561005 - Data Caps

Date: 9/30/2015 12:46:16 PM

Received via: Internet

City/State/Zip: Atlanta, Georgia 30308

Company Complaining About: Comcast

Description

Comcast. Xfinity

The company is now capping the Internet data usage to 300gb and now charging \$10 for every additional 50gb of data usage. I've been a customer for over 4 years with Comcast and I only use there Internet service and there charging me \$73 a month just for Internet. I will be canceling my service with them. There rates are horrible and now they want to charge data cap rates? Ridiculous! At \$73 a month my service should be unlimited.

Ticket: # 561138 - Comcast frequent outages

Date: 9/30/2015 1:22:47 PM

Received via: Internet

City/State/Zip: Miami, Florida 33150

Company Complaining About: Comcast

Description

I work from home and part of working from home i expect to have reliable phone and internet service. Ever since i have had comcast i have had more service interuptions and hours a day without any type of service at all. The times that i have been without service cost me 2 work at home positions and is could cause me to loose my 3rd work at home position for missing shifts off the phone. I pay for a service that is promoted to be the best connectivity and best phone service and neither are the case. Ive have had comcast come out a total of 5 times for the same issue either the phone or internet outage, In some occassion they try to make it out like i am at fault. Clearly its there lines and faulty equipment, I have requested multiple times to have a telephone line that is not connected to the gateway or wireless modem that they have you get onto, like the old bellsouth lines that were reliable in the past 5 months there has been at least 7 or 8 outages from internet to phone services., each time no one can explain why its happening or what they are doing i have asked to speak to supervisor and all that they can advise me that its an unplanned outage, and how i can keep upto date with when the system will be back up. Not much of a solution if i have to work during the time that the outage is going on. I want to bring this to someones attention i have asked to speak to manager or complaint number for a comcast and they told me that they didnt have a complaint number or a corporate number. Which i think its ludacris. thats why i decide to complaint to as high as i can, They can not continue to have random outages every other week causing malfunctions on their modem and routers.

Ticket: # 561191 - Unwillingness of local ISP to extend service within our community

Date: 9/30/2015 1:36:03 PM

Received via: Internet

City/State/Zip: Gerrardstown, West Virginia 25420-4496

Company Complaining About: Comcast

Description

Comcast and Frontier both service areas very close to that of my community (within a few thousand feet), but refuse to extend service to support our growing community of working adults and school age children despite years of petitions for action.

Ticket: # 561232 - Comcast not providing Internet speeds advertised and paid for

Date: 9/30/2015 1:46:27 PM

Received via: Internet

City/State/Zip: Bonney Lake, Washington 98391

Company Complaining About: Comcast

Description

I have been paying for an Internet package from Comcast that is advertised as 105 Mbps download, after experiencing internet speed issues I contacted Comcast who sent out a new modem promising with said modem Internet speeds would increase and it would no longer be an issue.

After installing new modem, I ran multiple speed tests, both through Comcast and an Independent app. Each time, the Mbps downloaded speed obtained fell between 30-58.40 Mbps. After contacting Comcast about this I was told by a Comcast rep that even though Comcast advertises "105 Mbps" and "Fastest, Most reliable Wi-Fi" that in all reality I would NEVER see the 105 Mbps downloaded. That when using Wi-Fi I can expect to see a 50% cut in speed from the package I pay for to what is delivered due to "wireless interference and loss." To which I understand there will be SOME interference, but when I pressed the Comcast agent that I was routinely seeing closer to a 70% cut I was told "Well that is acceptable as well."

I then asked to step down my internet package to the 50 Mbps package since that was closer to what I have been receiving anyway, only to be told that, "that wouldn't help, that going to that package would then after the acceptable cut would leave me closer to 15-25 Mbps downloaded.

[Ticket: # 561447 - Internet outage](#)

Date: 9/30/2015 2:49:08 PM

Received via: Internet

City/State/Zip: Huntsville, Alabama 35824

Company Complaining About: Comcast

Description

Just about every day the internet goes out for at least 30 minutes. i have talked to my neighbors and they are having the same issue.

[Ticket: # 561552 - About my bill](#)

Date: 9/30/2015 3:21:52 PM

Received via: Internet

City/State/Zip: Mansfield, Massachusetts 02048

Company Complaining About: Comcast

Description

I when up to the place and to talk to someone about my bill And i did say i will pay it on9/30/2015.I did not known that i was going to get laid off again.So i ask them if they could keep it on unit this weekend and they said no. So iam looking for someone different place for my service and my mom is to and the rest pf the family we been with you people for a long time. just email me if i still have service on if they did not tune it off (b) (6)

Ticket: # 561580 - Comcast Customer Service

Date: 9/30/2015 3:30:20 PM

Received via: Internet

City/State/Zip: Cambridge, Massachusetts 02139

Company Complaining About: Comcast

Description

I have had the worst customer service experience with Comcast and am not sure who to reach out to besides the FCC. With a series of miscommunications on both sides lead to us solving an issue from 2013 now.

August 2013 - My boss moved out of his home office

July 2014 - The equipment was returned and service was assumed to be off

May 2015 - I realized the company was paying an extra Comcast bill it didn't need to pay. I immediately started the process to Comcast. Through hours on the phone with them I was finally able to find out that service could be cancelled but it would take 60 days before that could happen and we would then be refunded for back payments from the time in which the equipment was returned.

June 2015 - I waited until that time period to continuing following up.

Summer 2015 - They regularly called and requested payment for the 60 days of service which I would have to explain every time we were not paying because we were waiting for a credit. Apparently, a \$3,000 credit is incredibly large and needs to be brought up to a very high level executive at Comcast for approval. August 26th - I called them when my boss started getting calls from a collection agency. We were told that that request was being placed - even though I was told this was happening in May. I know call back every week or so to check on the ticket. They have given me no new information and have told me that it may take 30 days or more to have any new information. I find this incredibly unnecessary and inappropriate that it would take this long. I want to know if there is anything I can do about this or to move the process along quicker. There are many more issues I've had with them and if you need any more information I am happy to provide that for you. Thank you in advance.

Ticket: # 561657 - Comcast Internet raised double my payment

Date: 9/30/2015 3:49:31 PM

Received via: Internet

City/State/Zip: Joliet, Illinois 60431

Company Complaining About: Comcast

Description

Good Afternoon,

I contact you after several attempts to contact comcast as we speak I am on my 8th attempt today 09/30/15.

I have been contacting them to discuss the recent change in price for my internet service. We originally signed up to pay 39.99 and now our service is being charged at over \$80.00.

We contacted prior to today and adjustments we supposed to be made and nothing has happened since. I have two unpaid bills that needed adjustments.

As of 09/30 I have made a total of 8 calls totaling 171 minutes. I have spoken to a couple of representatives with no help what so over I keep getting transferred and after I ask to speak to a manager I get hung up on.

I have also visited my local comcast payment agency to return equipment and the manager there said he was unable to help me and that I needed to continue to call the main number.

I have all the images to proof the wait time for my calls and how many times I have contacted them. I might have made more call since this complaint I will email images upon request.

Thank you

Ticket: # 561713 - Comcast / Xfinity

Date: 9/30/2015 4:01:46 PM

Received via: Internet

City/State/Zip: Berlin, Maryland 21811

Company Complaining About: Comcast

Description

Our family recently moved (within the same town) back in July. We had Comcast previously but when we moved we were just going to use Comcast for the internet. I made a phone call to them informing them of the move and talked about the type service and what was available at our new house. When I got off the phone I agreed to a package that would cost \$49.99/month for 12 months. The package included internet and some form of TV services, but we just wanted it for internet because we liked DirecTV when we had it before and wanted to have that TV service in our new home. I was never informed in that conversation that we had to actually use the TV services.

We received a letter from Comcast/Xfinity recently (early September) that said our rate was increasing from the original agreed upon \$49.99/month to \$65.99/month. I just got off the phone with Comcast/Xfinity to ask what the increase in price was for and was told that the increase in price was because we were not using their services. I then asked their to explain more because I did not understand the answer and their representative told me that in order for us to get that price of \$49.99/month that we had to "have the cable box for television plugged in". I explained to her that one; I was never told that I HAD to utilize any sort of cable box and two; that we were never given any kind of cable box and when the technician came to hook up our services that the technician never even spoke about a cable box of any sorts. I then told their representative that if all we need is to hook up a cable box to our system (to stay at the rate of \$49.99/month) that I would do so.

The representative then told me that the plan of \$49.99/month is no longer available and after their "search" of what was available they could offer me a plan at a rate of \$59.99/month for 12 months. I expressed that this just doesn't seem fair to get charged extra for something at no fault of my own. Their representatives' response was, "It's only an additional \$10.00/month". After this response is when I started to get irritated with this situation. I said, yes it is only \$10/month but that is \$120 extra per year.

After I again explained that all I wanted was my original agreed upon rate of \$49.99/month I was told that it had to be submitted to their claim department for further review and that the person I was speaking with could not be of any more help to me. And personally, after 45 minutes of speaking with representatives and holding, I was done with dealing with Comcast for the Day.

I am not submitting this complaint to get any type of free services or to ask for my last bill to be discounted to the rate I was told I was getting back in July. I'm submitting this complaint to just receive the services that I was told I was going to get at the rate I was told that I was going to get them. Is that too much to ask?

Ticket: # 561768 - Comcast Data Limit

Date: 9/30/2015 4:14:47 PM

Received via: Internet

City/State/Zip: Plantation, Florida 33317

Company Complaining About: Comcast

Description

I am disgusted by Comcast continually raising their prices to nickle & dime me to death. Those of us that are under contract (hence not able to move to another provider without a large penalty) should be grandfathered in and not be subject to the data limit restriction. It is completely unfair that we have to abide by the contract, but they do not.

I signed a contract when there were no data limits and therefore should continue to have the exact same service/price for the entire length of the contract.

Ticket: # 561787 - comcast internet

Date: 9/30/2015 4:18:04 PM

Received via: Internet

City/State/Zip: Manassas Pk, Virginia 20111

Company Complaining About: Comcast

Description

I had my internet down on 9/28/15 I called Comcast talk to Magan tic#CR510512918 she set service call for 9/29/15 from 10-12. Nobody came, so when I called I found out my service call was moved to 10/2/15 10-12 with out my concern. I spoke with Jeramiah tic#032019862 reschedule 3-5 on 9/29/15 and he assure me that if there is any changes he will give me call. Nobody showup again and he never called, I called on 9/30/15 again and spoke to Eric ID#BT~ he reschedule for 1-3 pm on 9/30/15 and he said that he will escalate service and was approved by his supervisor Danielle. No phone call no one show up so I called again 3:15 talk to the representative and asked him that I need to talk to supervisor after so much request and argument he forward my call to Holly ID#3643609 she said, she will forward the escalate service and someone will come today and they will call me what time they will come. So I received the call from Chrissy (despatcher office Richmond) saying that they can not come today so someone will be there tomorrow. They never give out there last name which I totally understand but every time I call I have to start all over again everything even if they have notes on the account & we never talk to same person again and they will never call you back as they assure you.

[Ticket: # 561815 - Comcast outages](#)

Date: 9/30/2015 4:25:46 PM

Received via: Internet

City/State/Zip: Huntsville, Alabama 35824

Company Complaining About: Comcast

Description

constant service interruptions. Interruptions range in time from minutes to hours and happen several times each day. calls to comcast get no action. service is not improved after contact.

[Ticket: # 561848 - Internet speed way lower than what was promised](#)

Date: 9/30/2015 4:37:26 PM

Received via: Internet

City/State/Zip: Redmond, Washington 98052

Company Complaining About: Comcast

Description

I am using Comcast Xfinity Internet performance package which promises internet speed upto 50Mbps. At my home internet speed always hovers around 2Mbps. I have tried all common troubleshooting steps provided by Comcast/Xfinity like resetting a modem and buying a compatible model.

Ticket: # 561917 - Comcast - \$36.82 Wrongfully Billed

Date: 9/30/2015 5:02:29 PM

Received via: Internet

City/State/Zip: Chicago, Illinois 60630

Company Complaining About: Comcast

Description

Comcast has charged (\$36.82) me for television service that I never ordered nor was ever installed. I had Comcast internet service installed and have paid all associated installation and re-curring monthly fees. They refuse to remove this tv installation fee from my bill. I am now in a "past due" status and have been threatened with late fees.

Ticket: # 561940 - Comcast Overage Charges

Date: 9/30/2015 5:10:06 PM

Received via: Internet

City/State/Zip: Canton, Georgia 30115

Company Complaining About: Comcast

Description

Our bill is over \$200. I recently got a new laptop for school and had to install a lot of new software for it. We shouldn't even have a data cap anymore because it is predatory that ISPs can enforce them. My family wants the data cap removed and the overage charges dropped.

Ticket: # 561963 - Comcast Unlimited Plan

Date: 9/30/2015 5:19:18 PM

Received via: Internet

City/State/Zip: Marietta, Georgia 30062

Company Complaining About: Comcast

Description

My Comcast account number is : (b) (6)

Comcast gave me hard time in signing up, so I had to file the complaint with FCC and finally the issue was resolved.

When I signed up, I was NOT told about 300 GB data limit.

Last week I received message from comcast that I have approached my data limit of 300 GB.

I called comcast 7 times total, to find out about it and to explore my options, including to get unlimited plan.

I searched the internet and found out that comcast does have unlimited plan in my area. YOu can find it out here.

<https://customer.xfinity.com/help-and-support/internet/data-usage-trials-find-area>

My Zip code is 3006.

When I called comast, none of the rep had enough knowledge about the products and services. Two reps hung up in the middle of the conversation.

One named carmail told me that as a courtesy she upgraded my plan to 500 GB at no extra cost and gave me confirmation number : (b) (6)

When I called back, the next rep said nothing is documented in the account and she hung up.

Then I called again, and the next rep said, yes, I see it as its upgraded.

The fact is - I logged in my account - and found out that its NOT upgraded.

I told them that I am willing to pay extra \$ 30 for unlimited plan, but they don't seem to have any idea and last 2 reps transferred me to department that turned to be " Internet security" department, telling me that she was going to be online. Obviously, she was not.

The "internet security" department told me that - recently he has been getting call for this unlimited plan, but comcast has only 300 gb data plan.

So, everyone basically lied and misguided me.

I need to have unlimited data plan as they have advertised on their site on this page -

<https://customer.xfinity.com/help-and-support/internet/data-usage-trials-find-area>

Thanks

(b) (6)

Ticket: # 561993 - Ridiculous Data Overage Charges

Date: 9/30/2015 5:30:06 PM

Received via: Internet

City/State/Zip: Mableton, Georgia 30126

Company Complaining About: Comcast

Description

I have, for the past several months, been dealing with the massive charges I have been receiving for over a year now. It is positively outrageous that I am being charged a significant amount of money with no recourse. We use the internet in a normal manner that a realistic modern household does. A lack of competition forces me to continue using Comcast. Furthermore, I am well aware that this is only being hoisted upon a select few states, most of which are in the south. Very unfair and these charges are an unrealistic view of how a modern household uses the internet and what an appropriate cost for this service should be.

Ticket: # 562044 - Comcast Data Limits in Charleston SC

Date: 9/30/2015 5:59:30 PM

Received via: Internet

City/State/Zip: Charleston, South Carolina 29403

Company Complaining About: Comcast

Description

Comcast Cable (X-Finity) contacted me twice yesterday regarding additional charges in data usage on my internet. If there was/is a cap on it, I was never told or had it brought to my attention. I will admit, if it is buried in the 7 point fine print on my bill, I would not have noticed. Im not sure if there is anything that can be done, but I wanted to voice a complaint instead of doing nothing.

Ticket: # 562113 - Internet Speed

Date: 9/30/2015 6:32:19 PM

Received via: Internet

City/State/Zip: Doral, Florida 33178

Company Complaining About: Comcast

Description

I am currently paying for internet speeds of 75 MBPS, but only get between 6-9 MBPS. That has always been the case since I've had the service for over a year now. Calling customer support offers no help.

Here is a link to a recent speed test.

<http://www.speedtest.net/my-result/i/1389380353>

[Ticket: # 562130 - Comcast Usage Meter](#)

Date: 9/30/2015 6:42:44 PM

Received via: Internet

City/State/Zip: Florence, Alabama 35630

Company Complaining About: Comcast

Description

Comcast caps internet usage at 300GB per month but only in a few select areas.

This is ridiculous and unfair to consumers who are being selectively ripped off by a predatory monopoly.

[Ticket: # 562151 - Comcast internet problems](#)

Date: 9/30/2015 6:49:43 PM

Received via: Internet

City/State/Zip: Huntsville, Alabama 35824

Company Complaining About: Comcast

Description

We are constantly experiencing outages and extremely slow internet due to too many houses on the trunk (according to techs). Comcast refuses to recognize the problem and will not send it to supervisors. They are the only provider available in the area (including DSL) and we are paying for large amounts of time without the service we are paying for.

[Ticket: # 562164 - Home security and Wifi from Comcast](#)

Date: 9/30/2015 6:56:39 PM

Received via: Internet

City/State/Zip: Indianapolis, Indiana 46239

Company Complaining About: Comcast

Description

I was sold Xfinity services over the phone. The Xfinity representative told me that I would receive five cameras multiple sensors and a tablet that I could control anywhere in my house. I received one camera one tablet that you plug into the wall and you cannot unplug otherwise it will sound the alarm. To make a long story short I was blatantly lied to and was sold a product that does not exist.

[Ticket: # 562177 - Comcast / Infinity over billing , deceptive practices , violation of internet nuetality , speed](#)

Date: 9/30/2015 7:04:20 PM

Received via: Internet

City/State/Zip: Healdsburg, California 95448

Company Complaining About: Comcast

Description

Comment

MY Account # is (b) (6).

I believe Comcast has been engaged in a campaign of over billing without disclosure or consent of the customer. They are hiding charges which were not authorized by the customer and then lying to the customer when they are challenged. They are engaged in misrepresentation of there products and services and switch and bate tactics . They have created a system so complicated in billing , and customer service resolution that no person could figure it out. There charging system looks like voodoo accounting and a customer engagement intentional confusing so no fair resolution on part of the customer can be achieved . I believe this is intentional , and with malice and the attempt commit fraud against the public.

My case : Since March of , 2015 Comcast has been engaged , and has repeatedly over billed/ and or , charged for services I did not want or authorize. When I moved they applied a \$ 200 cancellation fee though I was on a month to month special offer , and many of the same for several years. There is no record that I conceded to this verbally nor in writing. Though they have recently confirmed there was no contract , and the fee was voided, that charge is in-bedded in my recent bill.. I have spoken to , at the very least to 10-12 individuals in various departments and no resolution in sight since March of this year. They charged me two new installation charges when I moved though they said it would be a continuation of my previous service and my equipment was obsolete , and there would be no charge . It took months for them to drop the charges. There billing is thoroughly confusing , changing month to month and now they send out a video. Well, it looks like they are scrambling because of complaints and it still does not explain why my bill is so high and they can not answer my questions without resorting to an obvious script to stone-wall any answers.This Department is in the Philippines and it is clear they are intentionally trained to deceive by reading some policy which makes no sense and frustrate the customer. In other words they are so good at this you hang up , later to realize that your issue , or question was not addressed nor resolved. They are playing the old game of "pedestal affect" , which is a very effective authoritarian method to " shut you up " , hoping you are afraid of authority, stupid , or to tired to fight . I say this is fraud against the public . My conversations have all been recorded and my bills do not match the services nor resolutions which were offered. My service seems to be much slower than before and they are marketing different speeds and different fees and bundling in a manner that is unethical and misleading . I have read dozens of complaints and my experience matches those complaints so all these people can't be wrong . Comcast is engaged in a very aggressive campaign visa-viz " bundling " services (i.e. phone , internet , equipment , many layers of TV and movies , and internet speed) which misleads and thereby coerces the consumer into services that they don't need nor want. Thereby trapping them into " special promotions" which are bogus and designed to maximize profits while delivering poor services and trapping the consumer

into a " soft agreement " which misleads the consumer that they have to pay on matter what since there is no valid resolution policy , based on due process , to resolve the dispute. In fact what is in place is a heavy handed policy to punish and harass if the customer complains and refuses to pay the bill. They quickly resort to terminating services which can cause more than just an in convenience but in fact cause great harm.

[Ticket: # 562220 - Dishonest business practices](#)

Date: 9/30/2015 7:26:12 PM

Received via: Internet

City/State/Zip: Tamarac, Florida 33319

Company Complaining About: Comcast

Description

Comcast stated I was getting unlimited internet 24/7 for a specific price but they have been limiting my internet by shutting down my account 1 day a week for years then I find an article by Comcast admitting they have been limiting our internet usage.

[Ticket: # 562282 - Comcast internet cap is false advertisement](#)

Date: 9/30/2015 7:58:03 PM

Received via: Internet

City/State/Zip: Pompano Beach, Florida 33069

Company Complaining About: Comcast

Description

Comcast advertises their service as xfinity which implies infinite or unlimited, yet they will start to charge extra fees to anyone who exceeds a 300gb cap. This is false advertising.

Ticket: # 562382 - Comcast Data Usage Cap

Date: 9/30/2015 8:48:44 PM

Received via: Internet

City/State/Zip: Fort Lauderdale, Florida 33316

Company Complaining About: Comcast

Description

Comcast has imposed a data cap for internet access of 300 GB a month. There is no way to independently track this usage on the equipment needed to use their service. The only place to see usage is on the Comcast website. There is shown per calendar month and not for the billing cycle. If a customer reaches the limit, Comcast automatically provides additional data at \$10 per 50 gb. If a customer is not able to properly track usage via equipment or software in their home or on the Comcast website what will prevent Comcast from falsely charging customer?

Ticket: # 562400 - Comcast wring pricing and no one will fix it

Date: 9/30/2015 8:57:54 PM

Received via: Internet

City/State/Zip: Braselton, Georgia 30517

Company Complaining About: Comcast

Description

I signed up for Comcast internet that was installed on 9/23. My billing has been incorrect ever since. I've called and spoke to approximately 10 people, all of which have lied to me. They have recognized my billing is incorrect and stated it would be fixed but no one has yet to fix the billing. I spoke to six different people on September 23 and was told that my billing would be corrected. The last person I spoke to said that they would call me back within 20 minutes of once the billing was adjusted. I never received a call back. I called on September 24 and spoke to multiple people again and the last person I spoke to informed me that my bill would be corrected no later than September 28. As of today my bill has still not been corrected. I signed up for Internet plus at \$39.99 per month, yet I am being charged \$69.95. I have print screens of everything I signed up for. I called back on September 30 and spoke to someone who was unhelpful and cannot transfer me to anyone that can assist. I requested to speak to a supervisor but the supervisor refused to talk to me stating they could not fix my problem. I was told again that someone would contact me from billing on October 1 and correct the billing problems. The entire time I was talking to the operator she was laughing and kept asking the same questions over and over as if she could not comprehend my issues. She provided me with an operator number but I am sure she was probably lying. I am very angry with the service I have received thus far and will cancel my services if this does not get resolved timely. Comcast is horrible!

(b) (6)




[Ticket: # 562444 - My internet speeds](#)

Date: 9/30/2015 9:35:18 PM

Received via: Internet

City/State/Zip: Reading, Pennsylvania 19604

Company Complaining About: Comcast

Description

Over the course of the last few months - half year, comcast has been throttling our internet to the point that I can't even watch a video without it buffering constantly. It was decent at first but now I feel like I'm trying to access a mcdonald's wifi in a third world nation. Online gaming is virtually impossible and I don't know why we are paying for these speeds.

Ticket: # 562461 - Hidden charges

Date: 9/30/2015 9:54:53 PM

Received via: Internet

City/State/Zip: Sunnyvale, California 94086

Company Complaining About: Comcast

Description

Hi,

I am a victim of comcast internet and its outrageous billing policy. They say one thing and then they charge you for one thing. I was promised Internet Plus 25 with blast(total speed 150mbps) for 60+tax but my bill was 99 and included bogus charges such as "additional speed" and when I asked, they said its for the blast. Why wasnt I told about this when I got the package? Now they are willing to "help" me by removing the blast and the 20\$ surcharge and give my 25mpbs(???)! Please help customers such as me. I am sick and tired of their Monopoly in the US.

Ticket: # 562518 - com cast cable

Date: 9/30/2015 11:11:11 PM

Received via: Internet

City/State/Zip: Pacific Beach, Washington 98571

Company Complaining About: Comcast

Description

Been having nothing but problems with Internet and tv....constantly tv goes out as well as the Internet. We had them out this summer or spring and they said it was our modem so we got one from them...still doing the same. They come out again and said was our router so we bought new one. Still having same issues....we have had them out 2 times this month and still nothing but problems. We can't even watch Netflix because it goes off constantly. So called them again today and they said they weren't having issues with cable Internet but we live in a very small town and everyone that has them been having same problems including the school our kids go to. Pretty sad they just got chrome books computers for them and they haven't hardly been able to use them. We have asked for some type of reimbursement and they tell us they can't credit us and give no info as who else to talk with. We are at our wits end with them....they know there's big problems and won't even admit them..Please help

[Ticket: # 562545 - no one is helping](#)

Date: 9/30/2015 11:58:09 PM

Received via: Internet

City/State/Zip: Warren, Michigan 48093

Company Complaining About: Comcast

Description

Hi my name is (b) (6) I have bin having problems since I got the Service with Comcast. I have cable and extreme 105 mbps speed. The wired and in home WiFi is suposed to be fast and the best. I have called customer service so many times and I also had to replace the modem so many times. The costumer service is really bad. The tech never came out here. I went to xfinity store and they told me it was cancelled and the tech didn't come out. I need a tech to come out and fix the wires in the back because the wires are not straight and any kid can grab it. I know it's the xfinity wired. No one lessons to me and dose not help me.

Ticket: # 562630 - Comcast Internet

Date: 10/1/2015 6:39:57 AM

Received via: Internet

City/State/Zip: Kennesaw, Georgia 30144

Company Complaining About: Comcast

Description

I am starting every month with 1-2 gigs being used apparently while I am sleeping. The meter only measures the usage for the previous day. If yesterday was the 30 of September and today is October 1st the start of a new usage period why am I starting the month off with 299 instead of 300. Secondly when I go over the usage they charge me 10 dollars for an extra 50 gigs but if I only use 10 of the gigs before the new period begins I don't get to access it even though they billed be for it. Technically I should start the new month with 340 gigs because they forced me to purchase 50 gigs from them. I have called them to address this issue but no one can give me a good answer.

Ticket: # 562765 - Billing Issue**Date:** 10/1/2015 7:43:21 AM**Received via:** Internet**City/State/Zip:** Addison, Michigan 49220**Company Complaining About:** Comcast

Description

Since I signed up for comcast I have had nothing but problems with their billing department from mystery fees for services I never signed up for or just misc charges that made no sense at one point I was being charged for two internet services in my same house? To put a long story short I recently checked my comcast bill after filing 2 complaints against them with the Better Business Bureau one was for being overcharged all last year and half of this year, another was cus they said I didn't return their boxes, the first complaint resulted in a \$300 credit which I was using to pay my bill since june 2015 a week ago I checked my comcast bill and saw I owed \$194.94 I tried explaining the situation with the reps and they refused to return the credit to my account I am paying \$30 a month that's \$30 x 3 months = \$90 from \$300 that would leave my account with a +\$210 balance from the credit I received in june 2015 I wouldn't have even known they took the credit away if I didn't receive a paper saying my bill was overdue and it was going to go to collections which really made me mad cus that's my credit their messing I been a loyal customer to comcast but every month literally I am fighting with their reps about something wrong on my bill and every month I'm assured that it will be fixed but it never is I received a email that someone was suppose to contact me in 48 hours this was 3 days ago and I haven't received a response since I would like my account balance to be corrected or the charges removed and I will find a different ISP that doesn't screw it's customers over

[Ticket: # 562771 - Complaint about billing and adding of unauthorized services](#)

Date: 10/1/2015 7:49:30 AM

Received via: Internet

City/State/Zip: Boca Raton, Florida 33428

Company Complaining About: Comcast

Description

Charged for services not ordered. Possible fraud in adding services not authorized. Not removing charges. Had 8 phone conversations. Have dates and times if needed. Concerned that someone added services to my account and no one investigating. Also filed a corporate complaint with company and they only sent me an email back. No assistance.

Ticket: # 562827 - Not Disclosing Information About Data Usage Meter to Customer**Date:** 10/1/2015 8:47:29 AM**Received via:** Internet**City/State/Zip:** Cumming, Georgia 30041**Company Complaining About:** Comcast

Description

On 9/30 around 9:00 PM EDT I checked my Xfinity data usage meter. I had 268GB of 300GB left, so I decided to start a 22GB download to get it in before the meter reset for October. I finished my download and went to bed only to find the next day my October meter said I had used 22GB already. This is impossible for me to have done from midnight until 8 AM EDT while asleep, so I contacted chat support. Around 9:11 AM on 10/1 I chatted with Sheila, who suggested my phone auto updated using the data. This is not possible since it does not auto update and can only hold 16GB (really 8GB with the OS installed). Sheila directed me to call 877-807-6581, so I did at 9:00 AM EDT and talked to Kevin. He informed me that Comcast operates at Universal Time. He struggled to explain what time it is compared to my own time zone, but that's their time. I asked if Comcast has this posted or written anywhere for the customer to see and he directed me to the Xfinity.com webpage and the data usage page/FAQ. I already visit daily to monitor my usage daily and have since combed through both sites and see no information about Xfinity's data meters operating on Universal Time. I have even tried searching their own website for "Universal," "Universal Time," "Universal Time Zone," and "UTC." Their search engine pulls results on setting the time zone in Windows and their X1 boxes. "UTC" actually pulls nothing as asks if I'm looking for "UFC." Even the data meter page I visited at 9PM EDT on 9/30, which is 1AM 10/1 Universal, was pulling information from September. It was September where I live, my data meter page indicated it was September, it's not posted anywhere to be seen by customers (at least not easily) but it was apparently October to Comcast.

I asked Kevin if they could reset my October meter because this is obviously confusing to the customer, even one closely watching their data daily like myself, he said it wasn't possible. Even with Comcast secretly operating on Universal Time for data meters, I was only 1 hour off but there was nothing that could be done.

Comcast should make it clear to customers on a data meter when the time periods end. It's not fair to the customer to make it this difficult to track. The data usage page is useless if it's not pulling accurate information, or at least informing us when the rollover occurs. I use a lot of data, I've already scaled back Netflix to medium quality streaming to control my data. Starting 22GB in the hole, when I thought I had everything under control based on the tools and information provided, is very frustrating.

Ticket: # 562873 - Comcast Data Cap Charges

Date: 10/1/2015 9:06:03 AM

Received via: Internet

City/State/Zip: Miami, Florida 33145

Company Complaining About: Comcast

Description

Comcast wants to start charging us in South Florida for downloading/uploading more than 300gb per month. This is very unfair. I did submit a complaint (505826) but did not get resolution. I would like to have comcast cancel my contract so I can move to a different service provider please. This is completely unfair and is a cash grab since people are canceling their cable service.

Here is the notice they sent :

You'll get 300 GB of data each month. If for any reason you exceed the 300 GB included in your plan in a month, we will automatically add blocks of 50 GB to your account for an additional fee of \$10 each. We're also implementing a three-month courtesy program. That means you will not be billed for the first three times you exceed the 300 GB included in the monthly data plan.

THEY NEED REGULATION! They can't just charge us what they want whenever they want! It is completely unacceptable and I have had enough of their dirty business practices. I merely want out of my contract so I can go to another provider.

Ticket: # 562903 - Comcast Internet**Date:** 10/1/2015 9:22:24 AM**Received via:** Internet**City/State/Zip:** Three Rivers, Michigan 49093**Company Complaining About:** Comcast

Description

I recently rented a home at (b) (6), MI 49093. I searched google and the broadbandmap.gov to discover that COMCAST was a source of internet we could utilize. I contacted comcast who stated we can NOT have comcast internet, by the sales department. I was directed to another department who said someone is going to research why, so I was given a ticket number. Two days later I called requesting status... my ticket number had mixed info and nother persons address on it, so they just canceled the ticket, didnt even inform me. So I had to make another ticket... when I checked THAT status, yhe ticket was the wrong number and was linked to OHIO. This was the last ticket I would accept. I ended up with a customer service rep by the name of Lilly. She worked HARD to help. Then I stopped getting calls back from her. I called with the ticket number Lilly gave me... and it was WRONG and THIS rep wanted to create a new ticket. I declined the ticket number and I have been given the run around about having Comcast service provided to our home.

The only service that is provided is DSL, which is offering 5mbps speed for \$50. That service wont assist 2 individuals working from home, previously getting SIXTY (60)MBPS speed with Comcast. I checked on online to verify we would have Comcast internet. Now we are here and Comcast has no interest in helping.

Ticket: # 562945 - 300 GB cap/Customer Service

Date: 10/1/2015 9:36:59 AM

Received via: Internet

City/State/Zip: Stone Mountain, Georgia 30088

Company Complaining About: Comcast

Description

This whole 300GB cap is ridiculous!!!! Are back to 1994 when AOL charged you to use the internet. I mean come on, thank you FCC and Comcast for being to screw us little consumers without the Vaseline it hurts. I mean with technology running the world you would think we should have the opportunity to use the internet whenever and however long I need it. I use my internet to work for 5 days a week, education for my kids homework, and entertainment but I am limit is a ripoff. They don't care about us as customers all they see is dollars signs, I will be filing complaints with the FCC, DCTV, and the corporate offices in Philadelphia because something needs to be done. We are being treated like treated like the bottom of a shoe.

[Ticket: # 562957 - comcast and their money hungry ways with data caps](#)

Date: 10/1/2015 9:41:10 AM

Received via: Internet

City/State/Zip: Miramar, Florida 33025

Company Complaining About: Comcast

Description

comcast has just implement data caps in my area and they are the only provider for my area. I checked all other internet providers they have a monopoly down here. they just want to rip customers off and keep charging higher prices. we need other internet providers who aren't trying to rip customers off left and right or remove data caps.

Ticket: # 563019 - Data Cap Usage Charges

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

Received via: Internet

City/State/Zip: Alpharetta, Georgia 30009

Company Complaining About: Comcast

Description

I have been using xfinity internet service for over 2 years. When I originally signed up for service I was never told about any usage based cap charges that will apply if I exceed the 300G limit. It was never advertised when I switched services from AT&T. I have been using my internet service with approximately the same type of usage pattern for all this time. This month I got a notice saying that I'm approaching the data cap max and that additional charges may apply. I believe xfinity arbitrarily decided to apply extra charges which were never advertised to consumers. It also unfairly targets certain areas while the same rule for the same service doesn't apply anywhere else

[Ticket: # 563058 - Comcast blanket application of Internet caps](#)

Date: 10/1/2015 10:18:50 AM

Received via: Internet

City/State/Zip: Marietta, Georgia 30008

Company Complaining About: Comcast

Description

I am consistently notified that I have reached/exceeded my usage caps. This appears to erroneous as my computers report the amount of bandwidth used for each month. These numbers do not add up to what Comcast is reporting.

Ticket: # 563075 - Comcast services not working.

Date: 10/1/2015 10:22:21 AM

Received via: Internet

City/State/Zip: Seymour, Connecticut 06483

Company Complaining About: Comcast

Description

I have had comcast x1 triple play bundle for a little less than a year. I have had trouble with the cable box's freezing a couple times a day. The Internet hardly ever works. I have made numerous calls to Comcast and had technicians to my home and still never gets fixed. I have had these problems since the first day they installed the service in my house. I tried to cancel my service only to be told that I would be charged ten dollars a month till March of 2017 if I did. My bill is on average \$180 a month or more. I don't know what to do.

Ticket: # 563108 - Comcast changes Internet service SPEED/billing costs, (repeatedly as fifth (5th) COMPLAINT

Date: 10/1/2015 10:29:38 AM

Received via: Internet

City/State/Zip: Jackson, Michigan 49201

Company Complaining About: Comcast

Description

I have Comcast HSI/Cable in Jackson, Michigan. I have repeatedly have to file written complaints against Comcast/XFINITY, as every time I get a bill it is changes (increased) and service decreased. Recently, after four (4) Prior complaints, every time one is "resolved" by Comcast Executive Dept., the next months it goes back to the same, or NEW problems.

In Sept. 2015, the billing amount was to be fixed, but now my High Speed Internet, speeds have decreased from 50 MBps, to less than 10 most times of the day. The Billing has also increased -- and of course, no notification by Comcast, for their breaching of the contract, which they appear to change whenever they want, despite a contract saying they cannot without AUTHORIZATION by the customer.

I suggest the FCC not only increase regulatory oversight, but to break up comcast like the Bell system was, as their is no accountability of this Company that simply does what it wants, increases bill over and over, while at the same time providing poor speeds for HSI (where the USA is not like the 20th worldwide) - and despite Comcast saying they cannot do something, when Google Fiber comes into a town, amazingly Comcast accomplishes what they said for the past years they could not!

I have urged my Federal Representatives to have the FCC increase regulation as this repeatedly resolving customer complaints, then the next month going back to the same old problems, or creating new ones (like herein lowering internet speeds from 50 MBps to less then 10 MBps -- when it was at one point 75 MBps, Comcast sending me a written letter informing me of the increase in speeds with (allegedly) no increase in costs, but the Comcast bills keep changing (increasing) each and every month (now a sports channel charge has appeared) when they are to be the same per a CONTRACT every month for 24 months! What good is a contract when Comcast brazenly changes it every month breaching the contract with the customer?

PLEASE REGULATE THIS COMPANY AND FINE THEM FOR ANY CONTRACT BREACHES.

Ticket: # 563160 - Comcast imposing data cap when I signed up for a 1 year promo that is essentially being broken

Date: 10/1/2015 10:47:28 AM

Received via: Internet

City/State/Zip: Sunrise, Florida 33326

Company Complaining About: Comcast

Description

Signed up for Xfinity High Speed Internet in January during a promo of 1 year for \$29.99/month. It is now October, and Comcast is imposing a 300GB datacap in my area. The promo I signed up for said nothing of a datacap, so I thought naturally, this wouldn't affect me. I called to make sure, and they told me it will affect me, and that if I go over the 300GB, I will be charged an extra \$10 for every 50GB.

Because of streaming services such as Netflix and SlingTV, my family regularly goes over the 300GB limit.

It appears this 300GB limit has nothing to do with service to its consumers, but just as a manipulative business tactic to charge consumers who are unaware or ignorant of the matter (typically senior citizens) exuberant amounts of money hoping that they exceed the limit:

<http://bgr.com/2015/08/16/comcast-data-caps-300-gb/>

What this is is a malicious business tactic. I hope this can be changed.

Ticket: # 563162 - Comcast tampered with our internet

Date: 10/1/2015 10:48:04 AM

Received via: Internet

City/State/Zip: Charleston, South Carolina 29406

Company Complaining About: Comcast

Description

Yesterday, 9/30/2015, our internet went out. Naturally, we called the customer service line and deduced through their "problem solving" customer service that there was internet going into the modem. The modem light was off. They promised they could send someone on 10/5... a full 6 days later.

Coincidentally, we noticed our neighbors got their Comcast internet installed. Coincidentally, the same time as our internet outage. Upon closer inspection, it appeared our cable had been tampered with and there was a line going from our box to their house. After multiple calls with Comcast, they couldn't give us an appropriate answer for why there was a cable from our box to our neighbors nor could they provide service any time sooner. Moreover, when asked if our bill could be prorated due to lack of service for an extended time, they continued to defer to other departments, none of whom could "access our bill at this time."

Moreover, we had multiple warnings of going over a data cap. I wasn't aware there was a limited amount of data that they could issue to a customer?

Ticket: # 563358 - Comcast deceptive business tactics

Date: 10/1/2015 11:51:18 AM

Received via: Internet

City/State/Zip: Tooele, Utah 84074

Company Complaining About: Comcast

Description

Hello, I have had ongoing problems with Comcast for some time. This particular complaint comes from a promise and discount given to me by Comcast, that no longer appears on my bill. When I contacted them they claim I was not under any discount or deal. However I was indeed promised 1 year special rate for some HUGE problems I had with them before. I feel that I was lied to and my Internet service has been failing yet again. This inconsistency with service, failure to uphold thier promise and compensate trufully. Emailing theme has proven pointless and frustrating again. They must be held accountable for these business practices.

[Ticket: # 563455 - Comcast Data caps](#)

Date: 10/1/2015 12:22:39 PM

Received via: Internet

City/State/Zip: Davie, Florida 33314

Company Complaining About: Comcast

Description

Comcast is screwing people by adding data caps. We have third world internet in this country already, this is out of hand. This monopoly needs to end.

Ticket: # 563603 - Comcast Switched My Contract Service: Downgraded it to a Double Play from Triple Play

Date: 10/1/2015 12:52:57 PM

Received via: Internet

City/State/Zip: Fairfield, California 94534

Company Complaining About: Comcast

Description

9/1/2015 - This morning had problem with internet connection. Called 800COMCAST. TECH SUPPORT ASSISTED AND ALSO HELPED CHANGE SERVICE CONTRACT FOR ONE YEAR. NEW CHARGE IS \$119 TRIPLE PLAY NEW VOICE (b) (6). CALL 800XFINITY FOR QUESTIONS.

9/28/2015 Called Comcast with internet issue

9/30/2015 Called Comcast for internet issue again, speaking with John, last called 9/28/2015, it would appear that Comcast canceled my triple play and switched me to double play, which in turn messed up my internet and I was down for a couple of hours. After troubleshooting the issue myself, I gave up and called Comcast at 8:30am. Well, 2.5 hours later, the problem is fixed. But what I'm irritated about is this:

After speaking with tech support John, I found out that they canceled my triple play and put me on a contract for double play because I have my own modem which does not support voice landline phone. It would appear that I needed to activate my account again (which nobody called to advise me). I told John how rude of Comcast to switch me without notification. Let's turn it around and say that I want to downgrade my service. I can't. They will charge me for termination fee. I told him I was going to report that to the FCC because I think it's unethical that I have a contract for triple play and then get changed without my knowing about it. To top it off, it screwed up my internet, which is why I am going to complain. I wasted all this time with tech support.

Ticket: # 563639 - Comcast Service Cap

Date: 10/1/2015 1:04:59 PM

Received via: Internet

City/State/Zip: Paducah, Kentucky 42001

Company Complaining About: Comcast

Description

Comcast Internet Service has a cap on my account which was never explicitly detailed nor explained to me. I did not agree with any data cap when I initially signed up after moving into town, yet when I inquired about an unlimited data plan, they said "Well, you can get a business plan."

I have explained on numerous occasions that I desire an unlimited plan so that I can enjoy online video gaming after my workdays.

I then asked, "How much is your business plan?"

Comcast responded: "Well, I don't know."

After requesting to be put in touch with the business plan center, I waited for over 2 hours without any answer. After multiple call-backs, I am still without any answer besides: "well you can get a business plan."

After President Obama's statement regarding broadband internet as being a necessity (the same as water, food, and shelter in today's society), I find it laughably atrocious that we all (American citizens) allow such a blatant monopoly over our internet service providers.

Ticket: # 563696 - Comcast worst customer service and didn't show 3x for installation

Date: 10/1/2015 1:20:45 PM

Received via: Internet

City/State/Zip: Chicago, Illinois 60647

Company Complaining About: Comcast

Description

I made an appointment 9 days in advance for my internet/cable to be installed on 9/30. I was given a confirmation email the day prior. The install never happened. I was not notified by the installer nor comcast. I took the day off for the installation. I lost money. I called around 5 and was told YOUR INSTALLER had no reason to cancel my install and rescheduled it for a WEEK later. This is in unacceptable. I was then told they would try and "escalate" the situation and send someone out that night. We waited and then were told no one was available. Supervisor then told me someone would be able to come today on 9/1. Called this morning and was informed there is no availability. Was also told on 9/30 they would be refunding me \$20. After installation Im told they would "see what they could do" in terms of reimbursement. Today none is coming. This is the 2nd day I took off work. I have an appointment scheduled tomorrow between 1-3. This is the worst customer service I have ever dealer with.

(b) (6)





Ticket: # 563697 - Comcast Internet Data Cap

Date: 10/1/2015 1:20:56 PM

Received via: Internet

City/State/Zip: Braselton, Georgia 30517

Company Complaining About: Comcast

Description

I live outside the metro Atlanta area, zip code 30517 in Barrow County. According to the city of Atlanta, Barrow county does not fall into the categorization of "Metro Atlanta". The closest county to me that is classified as "Metro Atlanta" is Gwinnett County, the next county over. Comcast states on their website that they are "trailing data caps in the Metro Atlanta area". According to the state of Georgia I do not live in the Metro Atlanta area, yet I am still being data capped by comcast. This seems neither fair nor legal for comcast to have a different definition of what the Metro Atlanta area is from the state.

Ticket: # 563705 - Comcast

Date: 10/1/2015 1:23:39 PM

Received via: Internet

City/State/Zip: Jacksonville, Florida 32206

Company Complaining About: Comcast

Description

Hello,

I have had Comcast for a while, just basic internet, and everything has been OK. My bill is only \$30, keep that in mind. I moved about two months ago and called to have my internet service transferred. Comcast sent some guy to my house who told me my house wasn't capable of having internet and he referred me to his brother (who doesn't even work for Comcast) who is supposedly a contractor to come install some type of device so that I could have internet. Then he left...and I still didn't have internet, after waiting patiently for one week. So of course I call Comcast who is less than apologetic and tells me that I cannot have someone come out and transfer the service for ANOTHER two weeks. I wait the two weeks and finally have the internet set up. Due to my inconvenience, Comcast advised me the transfer fee would be waived and the days I did not have internet would be credited as well. Here I am, still going back and forth with Comcast as they are advising me that even after these credits, my bill is \$40. So tell me how that makes sense? Same basic internet of \$30 monthly, but and I'm supposed to be credited about half of that time, so my bill should be less. Instead, it is MORE! I have called dozens of times, received many different emails from customer service escalation team. Each day is a new person. I constantly get hung up on, ignored, and lied to. I get told that someone will contact me and they never do. This is such a headache, and I am in school so this is very frustrating. Please help.

Ticket: # 563766 - 300 GB data cap on Comcast

Date: 10/1/2015 1:36:19 PM

Received via: Internet

City/State/Zip: Margate, Florida 33063

Company Complaining About: Comcast

Description

Years ago when I ordered Comcast's Internet plan it was for unlimited data but now they are enforcing a 300 GB data cap or else pay an extra \$30 a month to not have the data cap. This \$30 charge is almost half of what I currently pay for Internet access itself. That's almost a 50% raise in fees without any increase in service.

I, like many other people today, have "cut the cord" and no longer watch cable TV and use the Internet for everything. It's well known that Comcast has been affected by the loss of cable TV viewers and it seems clear there is a conflict of interest here since Comcast controls both Internet and cable TV.

Comcast's small 300 GB per month cap is clearly trying to force people to use less Internet for entertainment and go back to watching cable TV. Or, pay them a large \$30 per month fee to not be affected by the data cap.

If there was another company that offered similar speed broadband connectivity in my area I would gladly switch but unfortunately the Comcast has made sure that's not going to happen any time soon.

The \$30 per month charge to remove a bandwidth cap, which didn't exist previously, needs to be removed. Excessive charges, lack of choices, archaic infrastructure, and slow speeds are why America is ranked around 17th place in the world for Internet access and these extra charges are just making it worse.

Ticket: # 563916 - Comcast Data Caps in Atlanta

Date: 10/1/2015 2:23:05 PM

Received via: Internet

City/State/Zip: Lawrenceville, Georgia 30044

Company Complaining About: Comcast

Description

Comcast is suddenly limiting our data cap to 300GB and we have a monopoly in our area. They are trying to squeeze every cent out of us and still trying to make us stop from streaming anything now. I did not sign up for this when I first signed up with them. I know there is some inaccurate usage measurement tools and this needs to be investigated. The Government Accounting Office report has found little justification for usage limits or compulsory usage allowances on broadband, So it's time for the FCC to do something about this monster.

[Ticket: # 564002 - Comcast data caps](#)

Date: 10/1/2015 2:45:09 PM

Received via: Internet

City/State/Zip: Deerfield Beach, Florida 33441

Company Complaining About: Comcast

Description

I would like to file a complaint against Comcast for imposing the unrealistic data limit of 300GB per month. I have a family of 4 and we all use bandwidth intensive websites like Youtube, Netflix, and Hulu streaming. I feel I will be forced to pay the 30 dollars extra per month indefinitely unless this policy is suspended.

Ticket: # 564055 - Comcast has yet to install since Sept. 3, at least 5 cancelled "appointments"

Date: 10/1/2015 3:02:00 PM

Received via: Internet

City/State/Zip: San Francisco, California 94127-2011

Company Complaining About: Comcast

Description

We ordered Comcast internet service on 9-3-15; it is now 10-1-15. We have been told to stay home from 8a to 8p for installs that have never happened, they do not call, we call them many times a day. My wife & I take time off from work to meet with them; we have escalation tickets; we have apologies -- still no install. They cancelled the entire order before 9-28 (probably due to regulations); we re-started, and again, 3 no-shows this week alone.

Ticket: # 564110 - Comcast Internet Connectivity Unreliable

Date: 10/1/2015 3:19:53 PM

Received via: Internet

City/State/Zip: Huntsville, Alabama 35824

Company Complaining About: Comcast

Description

Comcast service goes out in our neighborhood several times daily. They have sent out technicians and no problem has been found with our equipment. The technicians stated that their networks are overloaded. I pay over 125 dollars a month for cable and Internet! I am also an online student, so these outages have affected me in a very negative way. Comcast refuses to address the root cause of the issue (and many people in our neighborhood are very frustrated that we have no other options for Internet connectivity!)

Ticket: # 564117 - issue with Comcast charges

Date: 10/1/2015 3:21:06 PM

Received via: Internet

City/State/Zip: Milton, Massachusetts 02186

Company Complaining About: Comcast

Description

I signed up for a 2 year contract with Comcast on 6/6/13. At the conclusion of the 2 years, I switched to RCN, making sure it was the day of so I did not incur any fees. Comcast has charged me outrageous charges for the period from 6/7/15 to 7/2/15 as they are saying only my phone was discontinued. I was charged a la carte rates for cable and internet during this time which are extraordinarily higher than my bundled package (and which I never used, we had already switched to RCN). I have spoken to them numerous times to correct this error and they are refusing to refund these charges. The only thing I agreed to with Comcast was the 2 year contract I signed, which I fulfilled to the day. Being price gouged post-contract on services I did not use or want is unethical.

Ticket: # 564166 - Unfair billing

Date: 10/1/2015 3:30:53 PM

Received via: Internet

City/State/Zip: Bloomington, Illinois 61701

Company Complaining About: Comcast

Description

When I first signed up for Comcast I was quoted a price of \$29.99 per month. Around 6 months later the bill went up by \$10, then a little later around \$10/more. I was offered to get a higher speed internet which included free HBO for \$5 more. I agreed to this and now bills are \$70 per month. I can not afford this and was very upset to find out that I qualify for low income internet service for \$10/mo which I was never advised of or offered by Comcast. I have a minor child in school which requires he use a laptop at home. This has put a strain on me to keep up with this billing and I was advised that since I am already a Comcast customer that my only option for the low income service is to disconnect the service I have for 3 months! I can not do this. Please help as I already feel that Comcast is a monopoly in my area; thus charging whatever they please. I was originally paying \$50/mo for the lowest speed possible which is ridiculous. I tried calling Comcast today, after waiting for 30 mins and explaining this long story..the rep tells me she only takes payment and to call billing. I asked to be transferred which couldn't be done even though I called the main customer service number?

Ticket: # 564195 - Comcast Internet Data Cap

Date: 10/1/2015 3:41:24 PM

Received via: Internet

City/State/Zip: East Point, Georgia 30344

Company Complaining About: Comcast

Description

I want to file a complaint against the completely unreasonable 300GB per month data cap that Comcast has employed, and even more so the \$10 per 50GB overage fees. This is not acceptable in this day and age with as much streaming that occurs, unless Comcast is just out to soak up every bit of money they can.

Ticket: # 564250 - Comcast Data Caps

Date: 10/1/2015 4:03:41 PM

Received via: Internet

City/State/Zip: Oakland Park, Florida 33309

Company Complaining About: Comcast

Description

I recently switched to Comcast Internet and TV.

I was told my rates will be unchanged for these two services and are locked in for two years.

I just received an email from Comcast that they will cap my internet data to 300GB.

How can they change my plan, and charge me now a \$ 30 fee if I want unlimited data? When I signed up with Comcast I had unlimited data and was told my rates are locked in for two years.

They should not be able to change their contract and rates if they advertise unlimited data and no a set price for two years.

[Ticket: # 564257 - Comcast fraud](#)

Date: 10/1/2015 4:05:46 PM

Received via: Internet

City/State/Zip: Davis, California 95616

Company Complaining About: Comcast

Description

I was told by agent that the appointment is free of charge, but Comcast finally charge me 50 dollars.

Ticket: # 564300 - Xfinity implementing data cap

Date: 10/1/2015 4:17:06 PM

Received via: Internet

City/State/Zip: Miramar, Florida 33027

Company Complaining About: Comcast

Description

Comcast has implemented a data cap which limited my data usage to 300GB per month. Despite its claim that "The majority of XFINITY customers use less than 300GB of data in a month", users like myself use more than 700GB of data per month. In fact, EVERYONE I know use more than 300GB of data per month. Under the new Comcast internet service fee, I would have to pay an extra \$30 a month for a service that was previously available to me: UNLIMITED DATA. Else, the company demanded an extra \$10 for every 50GB, this would equate to \$80 extra per month.

I have been with Comcast for a very long time, and this change is the biggest "Fuck You" to my loyalty toward them. Comcast cheated me off my starter triple package discount, I did not care much, I simply cut off my TV and phone service. They made me going through countless phone calls just to get the security discount that was promised to me. I understood mishandling happened and accepted their apologies.

This, however, will push loyal Comcast members like myself to other internet providers for their services. In 2011, Netflix attempted to raise the price on their customers, and it backfired on them. I was one of the customers that quit Netflix due to that reason, and never came back despite their effort to solve the situation.

No need to remind me that I have 3 months courtesy program, all I need is what was promised to me: unlimited data internet at the current price.

Ticket: # 564302 - Comcast Data Cap

Date: 10/1/2015 4:18:55 PM

Received via: Internet

City/State/Zip: Tavernier, Florida 33070

Company Complaining About: Comcast

Description

Comcast has just instituted a data cap in the S FL area, 300 GB per month.

Today the first day they show 2 GB usage at my home, when no one is there nothing is hooked up.

Last month they show 463 GB. July was 563 GB.

From the history it looks like every month will exceed 300 GB.

My cellular plan has more GB for less money than this residence account with Comcast.

The last 2 out of three months on their system it shows I exceed the 300 GB cap. They want me to pay my monthly Internet fee plus an additional \$30 per month for unlimited internet usage.

This is like holding a gun to my head and making me pay them more.

They say they just got approval to sell this unlimited plan and now they have to implement it.

Ticket: # 564305 - Comcast XFINITY price increase based on usage

Date: 10/1/2015 4:21:14 PM

Received via: Internet

City/State/Zip: Key West, Florida 33040

Company Complaining About: Comcast

Description

I live in Key West, FL and Comcast is the only high-speed internet service provider in my home, and have recently implemented a \$10/50gb of data used past 300gb in a given month, with the other option being an additional \$30/mo on top of what we have already been paying for unlimited data. This is price gouging and completely unfair and not what we signed up for when we joined, but we have no other choice as I have to have high speed internet at home for a multitude of reasons. I've copied the email they sent below. Thank you.

Hi (b)

We're writing to remind you that we will be trialing a new XFINITY Internet data plan in your area. Starting October 1, 2015, your monthly data plan will include 300 GB. We'll also trial a new "Unlimited Data" option that will give you the choice to purchase unlimited data for \$30 per month in addition to your monthly Internet service fee.

The majority of XFINITY customers use less than 300 GB of data in a month, and therefore will not be affected by these changes. If you are not sure of your monthly data usage, please refer to the Track and Manage Your Usage section below.

Here are the details of the plan:

You'll get 300 GB of data each month. If for any reason you exceed the 300 GB included in your plan in a month, we will automatically add blocks of 50 GB to your account for an additional fee of \$10 each. We're also implementing a three-month courtesy program. That means you will not be billed for the first three times you exceed the 300 GB included in the monthly data plan.

Here are the details of the Unlimited Data option:

If you don't want a 300 GB data plan, the new Unlimited Data option is an alternative that provides additional choice and flexibility, especially for customers who use lots of data. You can choose to enroll in the Unlimited Data option at any time for an additional \$30 a month, regardless of how much data you use. Enrollment in this option goes into effect on the first day of the subsequent calendar month. For additional information, [click here](#).

Ticket: # 564307 - Comcast - 33324 Monopoly Complaint**Date:** 10/1/2015 4:21:28 PM**Received via:** Internet**City/State/Zip:** Davie, Florida 33324**Company Complaining About:** Comcast

Description

There are 2 parts to this complaint:

First:

Comcast has admittedly lied to me to get my business. When I first signed up I was promised that I would be able to get a static IP address on my plan as soon as I moved into my new apartment and had my service activated. This was a complete fabrication and in fact they don't even offer static IPs for home service. When I contacted customer support I was told that I was lied to in order to get my business. They have done nothing to remedy this issue and are nearly impossible to get ahold of. I've emailed and called the contact representative Carmelito Suarez one of their Executive relationship team members, and only gotten the most egregious service issues resolved (the internet did not work). His number is 9(b) (6)

Second:

My address is (b) (6) Davie FL 33324. Comcast has just started imposing a data cap of 300gb in my area and is an effective monopoly. No other wired internet service is provided in my area (AT&T, Verizon, Bright House/Timewarner are all not available). My fiance works remotely and uses roughly 15-25 gb of data for her job per day and we will hit the cap long before we get through the month.

If I were to watch just one 4K movie of roughly 2 hours of length per day that would use my entire cap (just 1080p is 4.7gb/hour <https://www.techdirt.com/articles/20140218/11532626269/house-cards-4k-will-eat-broadband-caps-like-popcorn-shrimp.shtml>). That doesn't include any additional browsing, working from home or watching more than 2 hours a day (the national average is 2.8 hours per this government report <http://www.bls.gov/news.release/atus.nr0.htm>). Comcast is using additional fees and caps to shore up financial losses or punish cord cutters for not purchasing their TV services. They provide an unlimited plan for an extra \$30/month but the service I signed up for had NO data cap and no notification they would be imposing one. Additionally we will always be going over that cap. They've also called this a demo, but they have had this in place in multiple areas for over 3 years, starting in 2012.

Comcast engages in deceptive business practices at best and due to their monopolistic share of the wired internet market is able to do whatever they want while consumers have no recourse, legal OR financial. When the option is Comcast or nothing, the options are about equally enticing.

PLEASE CONTACT me any time at (b) (6) I'm more than happy to provide additional details to get this issue resolved.

Ticket: # 564327 - Comcast Customer Service

Date: 10/1/2015 4:28:24 PM

Received via: Internet

City/State/Zip: Naples, Florida 34108

Company Complaining About: Comcast

Description

I have a Comcast account in Chicago for my daughter who is a full time student. I am having a problem with the billing for this account, and also the charges that I have incurred. I have phoned two separate Comcast telephone numbers a total of 14 times and have been disconnected each time. There is no possible way that this is an isolated incident....I feel as it is this company's way of making their customers actually give up and not bother to right wrongs that Comcast has caused. The service address is (b) (6), Chicago IL 60647

[Ticket: # 564382 - Comcast changes from unlimited to limited internet without my consent](#)

Date: 10/1/2015 4:54:17 PM

Received via: Internet

City/State/Zip: Miami, Florida 33196

Company Complaining About: Comcast

Description

I received notification from Comcast that as of October 1st, 2015 my monthly data plan will include 300GB with charges of \$10 for every additional 50GB of usage. Until now my data plan has been unlimited and this change from Comcast is impacting me, it is without my consent and I believe it is not fair practice to just change the conditions to their own advantage.

Ticket: # 564409 - Throttled internet speed

Date: 10/1/2015 5:02:06 PM

Received via: Internet

City/State/Zip: Grand Rapids, Michigan 49504

Company Complaining About: Comcast

Description

I have been a consumer of Comcast for over 8 months at the same address. Recently I called to talk about a price discrepancy on my bill. After I was provided a discount as a resolution I notice that my internet speed was starting to decrease. I am currently paying for their 105mbps internet package. Well I ran a test over the last three days and found that the speed being delivered to my house was actually around only a 1/4 of what I should receive. The wired speed test results show a high of 29.6mbps and a low of 26.6mbps download speed. Now this is hard wired into their gateway that I rent from them for \$10 a month. If I run the speed test over wi-fi the results are a high of 8.9 mbps and a low of 4.1 mbps. Now I understand I will not receive 105mbps over wifi and I am not asking for that. What I am asking is that I am provided the speed that I pay for. The internet package I am part of is the highest speed they offer a residential customer. After calling to report this problem last night 9-30-15 at 7pm I was hung up on by Jessica a Comcast rep. I described my issues to her, she told me I would be placed on hold to run a few test. After being on hold for 2 minutes the call was ended on their end. I called back 10 minutes later, this time I was connected with a rep that walked around the issue for over 30 minutes. She had no idea what to tell me about my issue even though she was the certified tech support agent. This agent Gabriela (sp?) told me that it shows on her end that Comcast has decreased the internet speed to my house and that a tech will need to come out and review the problem. Why would they reduce the speed to my house if no account changes were made? This rep told me that this was the first time she has seen an issue like this (throttling of speeds). I asked her if she reviewed the notes on my account, she said yes. Well the account history shows two other speed issues that I have called about in the past 6 months. The rep was caught in a lie with her first statement as she told me she reviewed the notes on my account before stating this was the first time a speed issue had been reported. She then tried telling me it was a wireless connectivity issue and wanted to transfer me. I had to explain to her that my computer was hard wired in and that a transfer would not help. The agent was silent for a few minutes as she had no idea what to do. I am just looking to have an internet company provide me with what I pay for at the cost that was agreed upon by both parties.

Ticket: # 564453 - comcast problems

Date: 10/1/2015 5:11:25 PM

Received via: Internet

City/State/Zip: Lancaster, Pennsylvania 17602

Company Complaining About: Comcast

Description

Hello

I was two days late in paying my bill

They told me I would be dunned and reported to credit agency and then shut off my service app 3 days later

I have not received a refund of my money and they even want another payment...two months in advance even though I dont have any service IE

I paid for sept 18 to oct 18 on sept 20th they now want payment for oct thru november as well and they still wont start my service again that's crazy

I want the 40 bucks I gave them back I paid on the 20th or nearly all of it since I only got a couple days service before they cut me off

I was not 2 months late and I was only 2 days late for the current monthly bill!

When I called the office they were beyond rude and the guy at their store basically told me too bad....when I stopped in the next day.

This company has zero customer service and refuses to listen or reason with me to any degree. I have tried over and over and over again

I now have NO telephone as my phone was voip with internet and NO tv as my tv was with ROKU over internet and YES, no internet (ad nauseum)

I am so very angry but of course there is nothing I can do

I was 2 days late!

The thing is I was not getting my bills for my service at all so it was very easy for me to forget when to get over to pay it at their office

I would get one now and then..I got ONE I recall..thats it

And, I asked if they could not send me paper bills to at LEAST let me know via email. They refused of course

Just like they refuse to contact me now by email and it is my ONLY method of communication whatsoever as I have to use it at a community college

Please ..

I know I lost the 40 bucks and they sure as heck are not going to turn my service back on so....

Tell me every single agency I can contact by email and complain as even if it does no good it certainly makes me feel better and I expect to get my

40 bucks I LOST TO THEM worth of complaining in too

I know the fcc is just an agency comcast has in its back pocket butnever know..there my be a caring, honest soul there yet.

[Ticket: # 564502 - Internet Throttling](#)

Date: 10/1/2015 5:31:08 PM

Received via: Internet

City/State/Zip: Savannah, Georgia 31404

Company Complaining About: Comcast

Description

I have reason to believe Comcast has been throttling my internet connection and even setting a data cap.

Ticket: # 564503 - Comcast and data caps

Date: 10/1/2015 5:31:11 PM

Received via: Internet

City/State/Zip: Miami, Florida 33186

Company Complaining About: Comcast

Description

Hello.

Starting now Comcast has enacted a 300GB cap in my area for a service that was previously unlimited. Without a comparable alternative service I am being forced to pay extra for a utility. This limits my access.

Ticket: # 564550 - Data Caps

Date: 10/1/2015 5:54:52 PM

Received via: Internet

City/State/Zip: Miami, Florida 33137

Company Complaining About: Comcast

Description

Comcast has started to cap data, they are the only provider for high speed internet here in my area of the City of Miami. We use the Internet connection to use Apple TV and Amazon Prime to view shows and movies. I have basic cable, that has never worked since install last year, Comcast sent many techs out and delayed my install by over a month, I gave up trying to get them to fix the issue, I only bought into the bundle as it made my internet cheaper, now, they are just deciding for me, to limit my use of the Internet or pay much more. We only watch tv or movies over the Internet, and we have gone over the limit each month, we will now be forced to decide which tv or movies we watch as to not incur these extra fees. They claim this is a "test". I'm not sure what they are "testing" besides how much more money they can take from us. I have no other options due to their monopoly here in the city of Miami.

Ticket: # 564554 - Comcast Internet Setup & Customer Service**Date:** 10/1/2015 5:57:05 PM**Received via:** Internet**City/State/Zip:** Naples, Florida 34110**Company Complaining About:** Comcast

Description

I purchased a new condo 3/2014 in Naples, Fl. Cable TV was provided by Condo Association. I contacted Comcast to provide internet/WiFi service. After 3 visits to their exchange center and over 60 Hrs of phone time swapping cables and equipment. They decided to send a tech. First visit scheduled 2 weeks out, tech shows up checks all cables, says to replace unit 3rd time (6 Hrs at exchange center) unit still doesn't work. Another week and more time (20 Hrs) on the phone with support. Specialist needs to come out appointment set up 2 weeks out. No show, date was changed another week out and no one notified me. Specialist shows up, in 15 minutes removes some type of line filter in Comcast equipment room on condo site. Unit starts to work but is still acting up. Comcast bills me for the 2 tech visits and when I complained refused to remove the charges. Unit is now limping along still not working properly. I learn that the Condo association is canceling Comcast service because of poor performance and installing Summit Broadband 8/1/2015. I decide rather than to continue with the aggravation of trying to deal with Comcast's indifference to customer service and support. I purchased a Virgin Mobile Broadband USB stick to run my business emails until Summit service is installed and up and running. Part of the original Summit Installation was all Comcast equipment was to be removed as the Summit equipment was installed as most Condo owners would be at their summer residence while the change over took place. This did not happen and no reason was given why. So Comcast added a \$250 Fee and other fees that I did not understand because I did not return my equipment. I call customer service and informed them I could not return the equipment until I came back to Florida for the winter season. On 9/15 I returned their equipment and asked for a revised balance of my final bill received on 8/1 so I could close this out. I was told that I did not have a balance due and I would receive another Bill in the mail if I did. Comcast never sent one!! Now on 9/10/2015 over a year latter I get a letter from a ERC Collection Company for \$94.90 for service that a never really got to use. I call Comcast and they confirmed that they never sent a revised Bill after my 8/1/2014 invoice and they didn't have a reason as to why this didn't happen. They also confirmed that no attempt was made by phone or mail to contact me. I find it totally unreasonable for a Large Company like Comcast who in many cases is the only service provider available to provide such poor service, and act so indifferently towards its customers.

Ticket: # 564567 - Data Cap at 300 GB

Date: 10/1/2015 6:00:38 PM

Received via: Internet

City/State/Zip: Miami, Florida 33182

Company Complaining About: Comcast

Description

I currently pay for the speed of my internet. Now Comcast is imposing a monthly 300 Gb data usage cap as well? As a current Comcast customer, I find this reprehensible. Why is Comcast still allowed to charge a data overage fee to a select area of customers? Are we not being discriminated against? Additionally, I thought that the FCC had given Comcast a specific allotment of time to do their studies and that the time had expired. They should be forced to either cancel this test market data cap or roll it out to their entire customer base. Let's see how many people file complaints then.

Ticket: # 564601 - misbillings, unwanted services charges and horrible support

Date: 10/1/2015 6:13:56 PM

Received via: Internet

City/State/Zip: Flourtown, Pennsylvania 19031

Company Complaining About: Comcast

Description

I closed my comcast account in July 2015. They didn't send a final bill until september after they already put the bill into collections. on 9/12/15 I spent almost an hour on the phone until they removed extra charges and took my credit card to close the balance. About two weeks later I received a bill with the billing date 8/2/15. today I called comcast and was put on hold for over 20 minutes after dealing with a spectacularly rude employee ,Monee-employee id "3(m)", who handed me off to another employee (Latoya in Billing) that claimed that I owe them a service fee for making a payment via the phone. Since I made the payment on 9/12 directly through an agent, I was not informed that their phone payment system incurs additional fees. on 9/12 I was told that my account was settled. Today I was told that I owe them money. Called back a second time and found a more helpful rep that credited the balance and closed my account.

biggest complaints:

1. putting bills into collections when no bills were delivered
2. extraneous charges for equipment I never leased
3. out-of-order billing.... receiving a bill marked 8/02/2015 on approximately 9/26.
4. spending 78 minutes on the phone over three phone calls, due largely to two needlessly rude and difficult employees.

Ticket: # 564692 - Stealth Data Caps and Two Teir Internet Segregation

Date: 10/1/2015 6:46:20 PM

Received via: Internet

City/State/Zip: Pembroke Pines, Florida 33024

Company Complaining About: Comcast

Description

Comcast sent me an email today informing me that I will be able to fully use the Internet service I am paying for only 3.8% every month (that is about 27.3 hrs, just over 1 day).

What happens if I fully use my Internet service I am paying for the rest of the 96.2% of the month without paying Comcast an additional 42% Internet Toll? My internet bill would increase about \$1,520 per month without paying Comcast's Internet Toll.

Why am I essentially being forced to choose between paying extra for the privilege of having what I already was paying for, or be forced into rationing and limited access to the Internet?

Some account details and math:

Advertised speed: 25Mbit/s

Data Cap: 300GB

Time for 25Mbit/s to reach 300GB = 27.3 Hrs

[Ticket: # 564720 - Comcast Not Providing Consistent Throughput as Advertised on Plan](#)

Date: 10/1/2015 6:59:18 PM

Received via: Internet

City/State/Zip: San Francisco, California 94115

Company Complaining About: Comcast

Description

Comcast has promised 150 Mbps plus internet connectivity, yet the service consistently goes down and/or only provides < 30 Mbps throughput, especially during the working day.

Ticket: # 564733 - Comcast Data Cap**Date:** 10/1/2015 7:04:26 PM**Received via:** Internet**City/State/Zip:** Miami, Florida 33055**Company Complaining About:** Comcast

Description

I live in Miami and Comcast has just begun implementing data caps on their services. NO ONE WANTS THAT. Data caps are ARTIFICIAL constraints on the network created by the provider solely for the purpose of increasing ISP's already ridiculous profit margins. This paired with the fact that ISPs are already ARTIFICIALLY choking the connections of Netflix users, effectively holding the users for ransom, until content providers pay, makes the ISP's actions even more egregious. The argument that, "Netflix/Youtube use most of the bandwidth so they should pay for priority" is missing the point. Internet users have ALREADY paid for the internet in its entirety, not the internet as your ISP deems acceptable. As such, the ISPs have a duty to provide that product without interference. The FCC has a duty to protect net neutrality.

There's zero reason why I should have a data cap on my home internet. Comcast isn't paying a higher electric bill because I'm using Netflix. They're not even losing potential money on my account, as I'm paying for both the internet and television. I was already paying Comcast on all fronts, and am now paying them an arbitrary extra amount of money for using their service as intended. I'm not running a server farm out of my house. I'm not exchanging several terabytes a month. The streaming of HD video on 3 devices in the home, combined with other regular internet usage (music streaming, web browsing, video games, etc.), can easily put a home over 300 GB a month. The cap is ridiculously strict; but that's besides the fact that it shouldn't exist at all.

I regularly use 500 gigs or more monthly, I don't download files, all I do is stream videos and play video games and that's how high it goes.
300 gigs would mean, I basically lose internet after the first 10 days of a month.

Ticket: # 564736 - Complaint against Comcast/Xfinity

Date: 10/1/2015 7:05:24 PM

Received via: Internet

City/State/Zip: Vancouver, Washington 98682

Company Complaining About: Comcast

Description

I am writing to complain about billing practices as it pertains to Comcast Internet and phone services.

I am retired military, and spent the last several years with Century-Link before being solicited to join Comcast/Xfinity Internet. I responded to a mailer that I was sent, and ended up calling and signing up for Comcast Internet. I originally only wanted Internet service, but was told it would be cheaper if I added home phone service as well. I ended up signing up for Comcast, despite being aware of the horrible customer service reviews I read on line, and heard from friends and co-workers.

I was advised that if I signed a 2-year agreement, my introductory price of \$49.00 would continue for the next 24 months. I assumed that the agent's word meant something, especially since I was advised that the confirmation was done on a recorded line. I was mistaken. On my recent bill, my services jumped almost \$20.00 dollars per month. I was shocked, and I called to speak with Comcast customer disservice. After explaining my problem, I was advised they could do nothing for me since "I was still under contract" (sic). I explained that I wasn't asking for them to "do something for me", but just expected them to honor the original commitment that was made to me. I was told they were not responsible for what I was told on the phone BY ONE OF THEIR VERY OWN EMPLOYEES, and that I would have to pay the current price for 12 more months, and THEN I could call back and ask for an adjustment.

I feel that this is a clear bait and switch routine, conducted by a company with little of no scruples. To do this to anyone is bad, but to a disabled American Veteran is quite another level of disgustingness. Please help me in this matter to either have them honor their commitment to me, or get me released from this fraudulent contract I am allegedly under.

[Ticket: # 564749 - service/product without consent](#)

Date: 10/1/2015 7:13:11 PM

Received via: Internet

City/State/Zip: Bainbridge Island, Washington 98110

Company Complaining About: Comcast

Description

They signed me up for TV service without consent. And priority shipped me a modem and install kit against my instructions.

Spoke with agent to remove from service/product from account. He assured me it would not get sent and service would be removed. Called back when it wasn't removed and was given the same assurances. Now product I didn't order has arrived and TV service remains on account.

Every agent has been deliberately obtuse.

[Ticket: # 564750 - Data limits](#)

Date: 10/1/2015 7:13:29 PM

Received via: Internet

City/State/Zip: Miami Lakes, Florida 33016

Company Complaining About: Comcast

Description

Comcast has now started testing data limits in my area when I signed up for comcast i was promised unlimited internet now I will have 300 gb limit per month. How come only certain areas area have data caps. This is un fair and discriminatory.

Ticket: # 564760 - Comcast 300 GB data cap

Date: 10/1/2015 7:17:05 PM

Received via: Internet

City/State/Zip: Miami, Florida 33183

Company Complaining About: Comcast

Description

I believe the 300 GB data cap is very unfair and unnecessary. What it amounts to is punishment to those of us that do not pay for cable tv. The common consumer probably doesn't even know what a gigabyte is nor do they even realize how much data is transferred while watching netflix, youtube etc. Also, why should the consumer be penalized when Microsoft puts out updates for our operating systems or when any other program we use requires huge updates that eat up our data.

[Ticket: # 564768 - Lack of service and communication](#)

Date: 10/1/2015 7:19:07 PM

Received via: Internet

City/State/Zip: Jacksonville, Florida 32210

Company Complaining About: Comcast

Description

Our phone, TV and Internet keep going down for extended periods of time and the company either lies to us about the issue or does not respond. Last time it was a week. The current outage is into day 3. My children cannot do their school work. It's unbelievable the company is licensed to do business.

Ticket: # 564782 - RE: Comcast's Expansion of "Data Usage Plans"

Date: 10/1/2015 7:25:27 PM

Received via: Internet

City/State/Zip: Vancouver, Washington 98685

Company Complaining About: Comcast

Description

Hello,

I am deeply concerned by Comcast's release of their new "data usage plans." These plans solely serve to increase profit margins for Comcast without providing any tangible increase to service.

It has been clearly stated that these caps do not aid in mitigating network congestion, as Comcast often claims (Source: <http://www.dslreports.com/shownews/Cable-Industry-Finally-Admits-Caps-Not-About-Congestion-122791>). Comcast has existed without these caps for the past few years and has continued to increase profits in that time period. They're not spending all the money on infrastructure - it's pure profit.

Comcast is acting to impose these limitations because 4K video is on the horizon and any non-Comcast services that distribute 4K video will quickly run a user into their data usage plan limit, even at modest speeds; this time can be just over a day if a user consistently uses around 25Mbps of connection (the rough requirement for 4K streaming).

These caps do not increase choice for customers. They simply allow for customers to pay more for the access to the service they should already receive. Comcast limits bandwidth, and therefore they should not also limit the amount you can download.

Thank you for your time and consideration in reading this complaint. I, among many other concerned Americans, hope that the FCC will act to prevent this disguise of an unfair rate increase.

Thank you,

(b) (6)

Ticket: # 564796 - Impending changes to Comcast billing

Date: 10/1/2015 7:31:54 PM

Received via: Internet

City/State/Zip: Valparaiso, Indiana 46383

Company Complaining About: Comcast

Description

To whom it may concern,

It appears that Comcast Corporation has decided to start adding additional charges based on usage of their service. This seems like a ploy to charge customers more. I believe this because I have no other 'Broadband' provider in my area and will have to pay these additional charges if I wish to continue to have 'Broadband' service. I require having broadband level speeds for school in order to access software via a remote desktop.

I understand that other companies have a similar business model and charge more for additional data usage. I would like to point out that many of those companies are in the mobile space. The mobile industry has better reason to charge customers in this sense, since their internet usage is 'over the air'. If they did not limit customers to specific data caps, then the service itself would be unable to function due to sheer volume of track over a limited amount of frequencies.

I am voicing my concern as a student paying for college. I understand that Comcast is a business and needs to make revenue. The problem with the situation is the lack of options for customers. If we had a choice to pay for a different service, then I would not concern myself with the decisions of this company and would have the choice to take my business elsewhere. A lass, my choice, as far as broadband, is not a choice at all. It is just a reality.

(b) (6)

I do not have concrete sources that I can share with you as I have not kept a record of such things. I also will add that I do have 1 DSL provider in my area I could switch to, but this would not provide me with the speed necessary to work on school assignment from home working in virtual environments. Though this level of internet speed is not a necessity to living, neither are other services, like phones, that the FCC has deemed 'utilities'.

[Ticket: # 564797 - Comcast Data Capping Crooks](#)

Date: 10/1/2015 7:32:01 PM

Received via: Internet

City/State/Zip: Miami, Florida 33170

Company Complaining About: Comcast

Description

Comcast crooks are limiting our already extremely expensive internet! These are the biggest crooks in America and our government lets them monopolize the high speed internet market to take advantage of hard working Americans simply because Comcast lines their pockets with cash from lobbyists.

Ticket: # 564835 - Bundling of Cable TV with Internet Service

Date: 10/1/2015 7:49:17 PM

Received via: Internet

City/State/Zip: San Jose, California 95131

Company Complaining About: Comcast

Description

My Internet Service provider, Comcast "forced" me to add Xfinity Cable TV service in May 2015 in addition to my exiting Xfinity Internet service. Their customer representative explained to me that an Internet only service will cost me *more* than bundled Cable TV + Internet Service. I am shocked at their antitrust monopolistic practice; FCC needs to urgently look into this.

Their behavior is akin to asking a customer:

1. to pay for car + motorcycle when he only needs to buy a motorcycle
2. and the price of motorcycle is MORE than the bundle price of car + motorcycle

My bill says:

XFINITY TV \$59.99

XFINITY Internet \$10.00

Together they cost \$69.99. I called the Service Representative today (Oct 01, 2015) to cancel my Cable TV service and just keep the Internet service. But, I was told that *Internet only service* will cost me \$79 which is MORE than \$69 for bundled service.

I would strongly urge FCC to investigate Comcast's monopolistic business practices.

Ticket: # 564849 - COMCAST Breach of Contract on Internet Service

Date: 10/1/2015 7:55:16 PM

Received via: Internet

City/State/Zip: Huntsville, Alabama 35824

Company Complaining About: Comcast

Description

I signed up with COMCAST (only game in town) in June 2015 and the service is extremely slow and intermittently off-line. I lost service on Sunday 27 Sept and called them repeatedly for two days. Talked with managers who lied to me, refused to talk and hung up on me repeatedly. I finally got thru to billing and told them I wasn't paying for no service and sure that their boss would not go without service for a week. I told them to unhook it and I refuse to pay a contract penalty for service that I've not received. I work from home in the evenings and have to go to alternate locations to now get service. Something needs to be done. All of my neighbors are also filing complaints. (b) (6)

AL 35824

[Ticket: # 564852 - Xfinity](#)

Date: 10/1/2015 7:55:49 PM

Received via: Internet

City/State/Zip: Duck Key, Florida 33050

Company Complaining About: Comcast

Description

Received a letter in the mail today telling me that my services were going to be limited to a data cap of 300 gb per month. I usually use more than twice that. They required me to pay an additional \$30 per month for an unlimited package. I have no competition here for broadband and feel Comcast has taken advantage of us.

Ticket: # 564875 - Comcast Business refusal of Early Termination**Date:** 10/1/2015 8:14:14 PM**Received via:** Internet**City/State/Zip:** San Francisco, California 94103**Company Complaining About:** Comcast

Description

1 year ago I signed a contract with Comcast for Business to lower my monthly payments for my home business internet service. At no point in my discussion with their representative did they notify me that I would be unable to terminate my contract . The contract I signed also does not clearly state this. There is a reference to an online form which at the time I looked over and again, it did not state that I could not terminate my contract. They have since clearly changed the policy as I am unable to terminate my contract with them unless I pay a fee of \$1662.27 - a preposterous amount. I was misled by Comcast for Business representative. Furthermore, during the term of my contract, I was unable to get through to their service line when my service was down. I would be on hold for over 20 min and then would get hung up on. I did not have consistent service during the time I have been paying for Comcast for Business internet.

Ticket: # 564877 - Comcast Data Issue**Date:** 10/1/2015 8:14:54 PM**Received via:** Internet**City/State/Zip:** Duluth, Georgia 30096**Company Complaining About:** Comcast

Description

Hello, I am having a difficult time with Comcast XFINITY internet service. I have been a customer with them over two years and I have never had this issue until the past 2-3 months of reaching my 300 GB capacity. On the 6th day of September, I had received a notification that I was ALREADY at 50% of my data!! I had called Comcast about this and nobody could explain why or what was causing this issue. I told them I had never had this happen until the past couple of months. By September 26th we were at 125% of our 300 GB! All Comcast could tell me is that they waive the first three times of overage; but October will be the third month this will most likely happen again and again. I had downloaded virus software and changed our wifi password like they said and still seem to be having this issue. I have asked to speak with someone else about this but all they offer me is to take notes on my account and to monitor the month of October to see if it happens again, which I am sure it will. When I did the data calculator online I was showing 175-200 GBs per month even we exaggerating our actual usage. We have not changed our data habits at home and when comparing the past three months, July we used 254 GB, August 310 GB and September 410 GB. There is a pattern of increasing our "data usage" when in fact nothing at home has changed. I do not think it is just to charge me \$160 a month for internet and cable and then try to add FEES for my internet on top of what i'm already paying for.

Ticket: # 564887 - Comcast 300 GB data cap and/or price increase and not showing prices for internet while connected through comcast.

Date: 10/1/2015 8:19:56 PM

Received via: Internet

City/State/Zip: Miami, Florida 33133

Company Complaining About: Comcast

Description

Today Miami goes under the 300 GB data cap. I use around 350-400 GB per month. So in effect their are raising their rates \$30 for the same thing I was paying before.

There is not another viable option in Miami for internet, which basically creates a monopoly.

In addition to that, if you are browsing while connected to comcast internet, its impossible to see pricing on their website. It FORCES you to login to UPGRADE. I can't even see what the prices are on the internet.

I have tried different browsers, and can see the prices when I tether from my cell phone or use another service somewhere else.

In my opinion this is deceitful and non-competitive behavior on the part of the company. It is basically - pay our increase in prices or stay without quality internet, and you also can't see what prices we offer, unless its the prices we want to show you.

[Ticket: # 564901 - comcast data cap](#)

Date: 10/1/2015 8:26:54 PM

Received via: Internet

City/State/Zip: Miramar, Florida 33027

Company Complaining About: Comcast

Description

Comcast just informed me that they are putting a 300GB cap on my data usage. If I don't want the cap I will need to pay an extra \$30 or if I go over they will charge me \$10 for each extra 50GB. I would like to make present that I cannot even switch to Uverse or similar because it is not available in my area. I already pay \$99 plus taxes and fee for just internet and voice (I don't have Comcast tv).

Ticket: # 564903 - Comcast Data Cap

Date: 10/1/2015 8:30:34 PM

Received via: Internet

City/State/Zip: Huntsville, Alabama 35816

Company Complaining About: Comcast

Description

Comcast is operating as a psuedo-monopoly in my area and is charging me for extra data as a tool to prevent competition with their cable package.

Ticket: # 564921 - Comcast Data Cap Trial

Date: 10/1/2015 8:46:40 PM

Received via: Internet

City/State/Zip: Cooper City, Florida 33024

Company Complaining About: Comcast

Description

Comcast has just started their new data cap trial for 300GB per month. In their lovely email to me informing me of the data cap trial, they try to tell me that "The majority of XFINITY customers use less than 300 GB of data in a month, and therefore will not be affected by these changes.". However, Comcast is well aware of the fact that my typical monthly usage is around 400GB and can reach 500GB sometimes so this will have a direct financial impact to me. It is a blatant attempt by comcast to punish customers who choose to use more online services such as Netflix, Youtube and Amazon Prime Video for example. In my opinion, this is a blatant violation of the spirit of net neutrality by making me pay more for choosing to use competing internet based entertainment services. Please make them stop and abide by fair rules.

Ticket: # 564929 - Xfinity Lies

Date: 10/1/2015 8:54:46 PM

Received via: Internet

City/State/Zip: Memphis, Tennessee 38133

Company Complaining About: Comcast

Description

Yes was in a online chat with xfinity about my internet data overages and the online chat said i could call a 1800 number and get unlimited data for 30 extra dollars do i called and they told me it was on my account but when i checked my account it wasn't showing up and i called back and they said the man never put it on your account and that sense i don't have the online chats name he wasn't gone do anything he was rude i live in the memphis tn area and was told i could get unlimited data but the rude man said i couldn't and hung up on me i want to know if that violates my contract and can i get out of it because they lied to me

Ticket: # 564937 - Comcast 300 GB Data Cap

Date: 10/1/2015 8:57:57 PM

Received via: Internet

City/State/Zip: Miami, Florida 33015

Company Complaining About: Comcast

Description

To Whom it May Concern,

I have begun a contract with Comcast almost 3 months ago. Part of the contract was a 30 day trial period. However, today on the 90th day and beyond my trial period, I was introduced with a condition to my internet usage. I was informed by mail, that Comcast will cap my data at 300 GB. This was NOT part of our original agreement. They are also "offering" the original agreement of unlimited data for a \$30 surcharge. While they stand to reason that this is an offer, I stand to reason this is blackmail. It is almost as if I just ordered a coffee but am also being charged for every drop as well as the cup and the sugar. How this is not a violation to our original contract is beyond me. If this pattern continues then we will be looking at a society in which every time you go onto google, there will be a charge. Effectively killing the internet and any idea of an open internet.

[Ticket: # 564970 - Comcast data caps and download speeds](#)

Date: 10/1/2015 9:17:44 PM

Received via: Internet

City/State/Zip: Tuscaloosa, Alabama 35401

Company Complaining About: Comcast

Description

Comcast decided to cap my data at 300gb, well under what i use each month. I also pay for 50 mbps but only get 25 if i am lucky. I am so tired of being screwed by this company and having no options for any other ISPs

Ticket: # 564997 - Erroneous billing

Date: 10/1/2015 9:48:22 PM

Received via: Internet

City/State/Zip: Oglesby, Illinois 61348

Company Complaining About: Comcast

Description

On 04/26/2015 my service with Comcast Cablevision (Xfinity) was cancelled. All equipment was returned and there were no outstanding balances due. I recently checked my credit and noticed an item in collections from Comcast. I was billed for another month of service after my service ended on 04/26/2015. I want the bill removed and any negative effects on my credit repaired. I contacted customer service and was informed I needed to call Comcast collections however, I explained I was overseas and could not do that. There were no other offers of assistance and no resolution to this problem.

Ticket: # 565006 - Comcast Data Cap - No Notice, Anticompetitive, and Breach of Contract**Date:** 10/1/2015 9:57:31 PM**Received via:** Internet**City/State/Zip:** Miami, Florida 33133**Company Complaining About:** Comcast

Description

I purchased a high-speed internet plan from Comcast approximately 4 months ago. When I entered into this contract with Comcast we agreed that they would provide me with high speed internet each month and I would provide them with \$29.99. However, without any advance notice or consideration of the terms of the original agreement, Comcast has decided to announce a data cap for my internet and to implement said data cap starting immediately. I did not sign up for this plan, and should not be subject to an arbitrary and capricious price increase without my consent. Comcast is given a license to provide cable and internet services in my area (there are no other high speed internet options available) and so long as the government provides Comcast with monopoly rights, the government needs to hold up their end of the bargain and properly regulate the behavior of Comcast (including data caps which are patently anticompetitive as they are clearly designed to force consumers to leave Netflix and Hulu in favor of purchasing Comcast television packages). Comcast should not be allowed to impose these overage fees when the charges are calculated without transparency, the customer has no advance notice of how much their monthly internet will be, and the customer has no legitimate way to dispute the charges. It is impossible for me to track my own data usage to compare it to what Comcast claims I have used. In this transparent money grab, Comcast can simply "say" that I used more than the 300GB of allotted data without having to offer any proof whatsoever as to when and how I used that data. This system is far too non-transparent in that it gives Comcast total control to essentially make up data usage numbers and the consumer has no means to counter or dispute the data usage numbers. This behavior, directly derived from the monopoly Comcast is granted in local regions by the government, is completely anti-consumer and the FCC should act quickly and forcefully to stop Comcast from gouging consumers with their rent seeking behavior. Comcast should be forced to compete on the quality and price of their products, rather than be allowed to use their monopoly power to price services in such a way so as to force consumers to cease purchasing media content from competitors (Netflix, Hulu, Sling) and begin purchasing media content from Comcast itself. Comcast has yet to innovate and design a product that can compete with Netflix, Hulu, and Sling, and thus it is resorting to rent-seeking behavior and gouging consumers who have no choice in internet provider because the very government that is supposed to protect our interests has given the cable companies monopolies and then failed to regulate or mitigate the social costs associated with such a monopoly.

Ticket: # 565034 - False advertising/Failure to honor agreements

Date: 10/1/2015 10:33:06 PM

Received via: Internet

City/State/Zip: Minneapolis, Minnesota 55416

Company Complaining About: Comcast

Description

When I called to set up my internet service, I agreed upon a 25mbps package but only ever received 6mbps. I was sent a technician for free who found that Comcast had to rewire in my building. However a charge for the technician then appeared on my account and no repair ever occurred. I then contacted Comcast again and they made no mention of any repairs but did say that I was actually on a 6mbps package (even though that was not what I agreed to) and that I needed to pay more if I wanted better service. I have to agree to a package I did not originally want and is more expensive, and have no guarantee that it will work any better. I have spent over 10 hours on the phone or engaged in chats, have had 4 charges put on my account that did not belong and have been repeatedly misled if not lied to, while never receiving the service that I was promised. I feel as though I have no recourse, no real record of any transaction and have just been deceived from the get-go with false promises and no one ever stepping up to right the wrongs that have been made.

[Ticket: # 565074 - increased fee over 300GB](#)

Date: 10/1/2015 11:29:03 PM

Received via: Internet

City/State/Zip: Key Biscayne, Florida 33149

Company Complaining About: Comcast

Description

Comcast wants to charge \$30 per month more than now for giving me what I already have unlimited internet.

Ticket: # 565092 - Comcast price hikes

Date: 10/1/2015 11:53:03 PM

Received via: Internet

City/State/Zip: Colorado Springs, Colorado 80905

Company Complaining About: Comcast

Description

First my bill was roughly \$50/month. Then it jumped to around \$80, and now just recently it is over \$90. I can only imagine further hikes will continue. Of course--as might be expected--calling them did nothing to mitigate this issue. Since we don't have any competition to speak of in Colo Spgs, CO they obviously can do as they see fit.

It's funny, my AT&T bill was going to be \$90/month, but now with a competitive service I have the same deal for \$30. This clearly needs to happen in the same way with Comcast. They are a monopoly for a critical service that is no longer a luxury item in our current day and times.

One only has to look historically at companies such as the old Ma' Bell to understand how these monopolists abuse their position until taken to task by regulatory agencies such as yourselves.

Ticket: # 565119 - Unfair increase in Comcast Internet service billing

Date: 10/2/2015 1:41:43 AM

Received via: Internet

City/State/Zip: Sunnyvale, California 94087

Company Complaining About: Comcast

Description

Increase in my monthly bill from 43.42\$ to 78.16\$ even when I didn't ask for any change in the service.

I am a comcast customer for the last 18 months and have been paying 43.42\$ per month as my bill. I was however charged 46.48\$ in august and 78.16 \$ in september even when I didn't ask for any change in the service.

The reason given was that the promotion duration had ended. In my earlier conversation with Comcast on a phone call in October 2014, I had clearly mentioned that I will continue the internet service only if they continue to charge me the same amount of 43.42\$ and would discontinue the service otherwise.

Also noted irregular billing of 46.48\$ in certain months instead of 43.42\$

Ticket: # 565120 - Unfair increase in Comcast Internet service billing

Date: 10/2/2015 1:42:46 AM

Received via: Internet

City/State/Zip: Sunnyvale, California 94087

Company Complaining About: Comcast

Description

Increase in my monthly bill from 43.42\$ to 78.16\$ even when I didn't ask for any change in the service.

I am a comcast customer for the last 18 months and have been paying 43.42\$ per month as my bill. I was however charged 46.48\$ in august and 78.16 \$ in september even when I didn't ask for any change in the service.

The reason given was that the promotion duration had ended. In my earlier conversation with Comcast on a phone call in October 2014, I had clearly mentioned that I will continue the internet service only if they continue to charge me the same amount of 43.42\$ and would discontinue the service otherwise.

Also noted irregular billing of 46.48\$ in certain months instead of 43.42\$

Ticket: # 565134 - Comcast Cable - Data Caps

Date: 10/2/2015 3:01:20 AM

Received via: Internet

City/State/Zip: Parkland, Florida 33067

Company Complaining About: Comcast

Description

I just received a letter from comcast outlining their new data cap plan they are "testing in my area"

Im sure you know of this already and let me add to the pile. This is absolutely ridiculous. I pay \$250 /month for cable and internet. I work from home alot and need to transfer large files often i am a programmer and web developer.

whats worse is that their data usage tracker is broken and just says it has no information yet I am 1 day into the month , having not used the internet at all and i already used 12gb of data? Its not possible and its a scam. This is robbery. They already take advantage of people as it is . Also , how do they determine what traffic is internet or cable. It all runs off coax, my DVR probably uses some internet. I just don't understand and i feel completely helpless. Why do the people keep getting shaken down by large corporations like this? Do i get to charge them back when my internet is down because their DNS servers are garbage? Of course not.

How can they be aloud to do this to people? because they are not making enough money they have to try and prevent people from watching netflix? its wrong. I pay for their most expensive cable package. I still am not getting cinimax and I asked probably 15 times already and they say they are fixing it and it never happens. \$250 a month with 1 TV and I am supposed to get everything but they screw it up . Im honestly tired of calling so whatever ill pay for cinemax and not get it. To add to that point if i am paying for their full cable package who cares if i watch netflix or hulu.

Please for the love of god do something about this before other companies start following suit.

[Ticket: # 565157 - Comcast imposing Data Thresholds](#)

Date: 10/2/2015 6:31:06 AM

Received via: Internet

City/State/Zip: Boca Raton, Florida 33498

Company Complaining About: Comcast

Description

I believe Comcast's "Data Threshold" practice to be unfair.

Ticket: # 565172 - Comcast Internet Service

Date: 10/2/2015 6:55:27 AM

Received via: Internet

City/State/Zip: Huntsville, Alabama 35824

Company Complaining About: Comcast

Description

The internet service I purchase from Comcast each month is unavailable at least once per day for 30 minutes. Comcast will not provide a reduction in charges even though all of my neighbors experience the same. There is no other cable internet provider in my subdivision.

Ticket: # 565180 - Data Cap Overage**Date:** 10/2/2015 7:01:42 AM**Received via:** Internet**City/State/Zip:** Duluth, Georgia 30096**Company Complaining About:** Comcast

Description

I am writing this complaint because of Xfinity's ridiculous data cap limits. I have been with them for over 5 years and with the new "trial" market that they have the limit that they have set at 300gb is extremely low. We are a family of four that streams most of the shows that we watch from providers like netflix. A standard HD video on netflix draws about 3gb of data. That gives you 100 hours of movies watched for the month. In a family of 4 that can get used up in the first week. Now I myself like to play video games. When I purchase a new game most of the time it has to be downloaded from the internet and a game is anywhere between 10gb and 40gb depending on the game. I pay on a regular basis of \$80 a month for my internet and this data cap that they have set is ridiculously low.

Ticket: # 565197 - Comcast Data Caps

Date: 10/2/2015 7:35:32 AM

Received via: Internet

City/State/Zip: Griffin, Georgia 30224

Company Complaining About: Comcast

Description

I started service with Comcast (Xfinity) 11/18/2014. There was nothing mentioned about a data cap when I was told all the features and limitations of the account. I was also offered a \$50 visa gift card, but the deal "expired" before they came out to install the service, but that is another story. Recently, they implemented a 300 GB data cap on my account. I called Comcast and asked them about it and they said there was indeed a data cap on my account. I asked them what happens if I go over, and they said that I would not be charged. It was just a trial. Today I received an e-mail stating that the data cap is now being enforced with \$10 per 50 GB over the 300 GB. They are offering a "three-month courtesy program". It seems to me that they are changing the service that I signed up for, to the worse, and charging me the same amount that I was paying without data caps. I had to sign up for a 2 year agreement to get the service at this price, and there is no way I can change my service, according to the terms of service, without losing the discounts. But Comcast can change the terms of service, without compensation? That makes no sense to me.

Ticket: # 565218 - Unfair Comcast Data Cap

Date: 10/2/2015 7:52:24 AM

Received via: Internet

City/State/Zip: Hialeah, Florida 33013

Company Complaining About: Comcast

Description

Comcast advised they were moving us from unlimited data to a data plan that will cap at 300 GB. This is not the contract that I agreed to. Additionally, I pay for Blast speed, which is an additional fee each month. I work from home and can exceed 300GB of usage in a several day time period. Yesterday alone I used 52GB of data. Last month's usage was over 1TB. This is unfair practice. Even users who watch media like Netflix/Hulu or do their schooling online will exceed this ridiculously low minimum. My internet bill will exceed \$1,000 a month at this rate.

Ticket: # 565223 - Comcast Data Cap and Internet Segregation

Date: 10/2/2015 7:58:16 AM

Received via: Internet

City/State/Zip: Sunrise, Florida 33351

Company Complaining About: Comcast

Description

I received an email from Comcast that they were capping internet usage on my plan to 300GB monthly. Yesterday alone, just working from home and remoting into my work vpn, updating my xbox and ps4, reinstalling 1 windows pc w/ updates and streaming netflix i hit 62gb of the 300gb cap in the first day. The math on their logic doesn't add up and I do not believe it is fair they can limited an unlimited plan at their own whim or forcing us to pay and additional \$30 monthly for a service that is already overpriced. Since they monopolize the sector, customers have limited options.

Ticket: # 565225 - Comcast Unfair Practice

Date: 10/2/2015 8:01:51 AM

Received via: Internet

City/State/Zip: Hialeah, Florida 33013

Company Complaining About: Comcast

Description

I received an email from Comcast that they were capping internet usage on my plan to 300GB monthly. My grandson does his college work from home, watches Netflix, Hulu, plays video games, etc. Yesterday we used over 50gb of the 300gb cap. The math on how they thought 300gb of usage was "normal" doesn't add up and I do not believe it is fair they can limited an unlimited plan or force us to pay additional \$30 monthly. I live on a strict budget and cannot afford additional fees for services that are already overpriced. Since they have a monopoly on the sector, customers have limited options to make changes.

Ticket: # 565273 - Complaint about disconnection service

Date: 10/2/2015 8:50:48 AM

Received via: Internet

City/State/Zip: Meriden, Connecticut 06450

Company Complaining About: Comcast

Description

We moved from Hartford to Connecticut to a new facility in Meriden, CT 06450 where Comcast do not provide any coverage.

We called them so many times to have the service disconnected but they say we need to give them 2 months notice and that we need to fill up a form for us to sign before they disconnect the service. It has been 3 weeks now or more we spoke to those agents to receive the forms. Until today as of October 2nd, we have not received the form.

secondly, they took more than 60 days to disconnect the service. It took them I believe 66 days to do it. Comcast wants us to be responsible for those extra days.

And because we never received the form and signed it, they want to charge us an early termination fee which does not make sense since they do not provide coverage to the new location. We just want to know what the final bill will be because we returned the cable boxes. We had TV, Internet, & Phone

[Ticket: # 565278 - Comcast](#)

Date: 10/2/2015 8:52:25 AM

Received via: Internet

City/State/Zip: Spring, Texas 77388

Company Complaining About: Comcast

Description

Terrible customer service, planning and execution. Been working over two weeks to get internet installed and don't even know when the next time they will be out to "attempt" to install.

Ticket: # 565308 - Comcast 300gb data cap

Date: 10/2/2015 9:06:46 AM

Received via: Internet

City/State/Zip: Miami, Florida 33189

Company Complaining About: Comcast

Description

I recently received an e-mail from Comcast letting me know that a 300gb data limit will be put in place. If i were to go over, I would be charged \$10 for 50gb more and so on if I were to go over that. There's an option for unlimited data for an added \$30 to my bill. This, to me, feels like price gouging. Why am I being punished for using a service? Last few months I used over 1,000gb. 300gb is just too low and the fees for going over is too much. A bigger issue is that other internet providers aren't any better. The way these companies treat their consumers is messed up.

Ticket: # 565337 - Bait and switch on 300gb internet caps

Date: 10/2/2015 9:15:08 AM

Received via: Internet

City/State/Zip: Davie, Florida 33326

Company Complaining About: Comcast

Description

I just signed on with Comcast approximately a month ago (Sept 2015) down near Ft Lauderdale (Davie area). At that time, there was no indication there would be caps on my data, yet only a month afterwards I am being told I will be capped at 300gb and charged beyond that. I am now locked into a contract for 12 months that looks as though it will be much more expensive to maintain than previously thought; I would have gone to a competitor had I known this.

This is classic bait and switch of the lowest kind. 300gb is artificial scarcity at its worst; as technology improves every day, this 'cap' has not improved along with it. Worst of all, it stinks of Comcast trying to recoup lost revenues for people leaving their cable service for online providers.

PLEASE investigate this.

Ticket: # 565340 - Comcast

Date: 10/2/2015 9:16:28 AM

Received via: Internet

City/State/Zip: Elberton, Georgia 30635

Company Complaining About: Comcast

Description

Comcast certainly earns its reputation as having terrible customer service. I have spent hours trying to get my problem solved and have been shuffled from person to person, with no resolution in sight. The FCC assigned a case to this issue already, but Comcast closed it with NO resolution. Even the technician who was assigned to review my problem said he that they'd sent me to him in error, and that Comcast routinely sent customers from person to person, just to make them go away. I need help with this company! They have done NOTHING to help, and I pay them far too much money to accept their calculated incompetence. Surely customers should expect more than this.

Ticket: # 565372 - Comcast Data Caps

Date: 10/2/2015 9:31:21 AM

Received via: Internet

City/State/Zip: Hialeah, Florida 33015

Company Complaining About: Comcast

Description

As of October 1, 2015, Comcast has placed data caps of 300 GB on their internet service for the Miami area. These caps are arbitrary and capriciously set up as a measure meant to extort more money from consumers. The 300 GB limit is meant to only affect internet users that have switched from Comcast cable services to online streaming internet services such as Netflix and Hulu. This practice is monopolistic, knowing that users will be required to pay \$30 extra per month in order to maintain the unlimited data service that users have enjoyed since the inception of the internet. If the FCC continues to turn a blind eye to these business practices, then Comcast will roll out this policy to the rest of the country which will cost consumers millions. Unlike other markets, consumers in Miami do not have alternatives for internet and do not have the option to utilize the free market in order to protest these business practices, and consumers are at the whim of Comcast in order to keep internet service.

Ticket: # 565384 - Comcast 300GB Usage Caps will affect me - requiring me to pay \$30 more/month

Date: 10/2/2015 9:37:42 AM

Received via: Internet

City/State/Zip: Miramar, Florida 33025

Company Complaining About: Comcast

Description

Comcast is imposing a broadband usage cap of 300GB per month on my Internet access starting Oct. 1, 2015, along with the option of buying a new \$30 insurance plan to protect against overlimit fees and restore unlimited access.

It affects me every month!!! I have no other options in my area for broadband internet service, and with 3 kids in school, after homework, internet research and light entertainment, I can't afford the imposed fees. This is an-american and greedy! Please stop the cap!!!

[Ticket: # 565407 - Comcast](#)

Date: 10/2/2015 9:46:22 AM

Received via: Internet

City/State/Zip: Lowell, Massachusetts 01854

Company Complaining About: Comcast

Description

Having been trying to disconnect internet and phone service for almost a week, every time I call the minute I say I want to disconnect service I'm told there is no available agent to take my call. This is after I have been on hold and then an "agent" picks up. I am told the next available agent will call, I leave a number, no one calls back! This is a "priority business account". If you call with a "service" issue you do not get this kind of run around.

Ticket: # 565436 - 300 GB data cap

Date: 10/2/2015 9:58:05 AM

Received via: Internet

City/State/Zip: Loganville, Georgia 30052

Company Complaining About: Comcast

Description

Comcast's internet in my location is limited to 300 GB per billing cycle at the standard rate, and then additional usage is billed in 50 GB increments. My household using streaming as our primary television entertainment, and the 300 GB cap is easily reached every month.

Our options are to switch to AT&T and cut our internet speed by over 30 times, from 100 mbps to 3 mbps, or to use a wireless service with a 2 GB cap per billing cycle. We also have the option to switch to comcast business, which seems silly as we are a household to get no usage cap, at the price of what seems to be household internet plus 1 single overage monthly.

We would gladly pay by default the price of one single billing cycle plus one overage to remove the cap, but apparently one would need to have a business at home to have that available.

I find it unacceptable that I need to either cancel my subscription and purchase 'business internet', or pretend that the other two pathetic options for service in my area could fulfill our household wants.

In my opinion, the service offered in my area is terrible. I would go so far as to say that it is downright robbery and should not be legal. My household will not pay the outrageous rate for cable television monthly to consume 3 channels in a lineup of hundreds. It is wasteful and costly.

Remove the data cap that is clearly in place to make up for lost revenue of a slowly dying, archaic service. If the option existed I would take part in a community owned and operated internet service provider, but apparently that is illegal, because we should have choices as consumers, as long as they do not take away from the NBC/Comcast behemoth's bottom line.

Ticket: # 565466 - Service Installation

Date: 10/2/2015 10:07:58 AM

Received via: Internet

City/State/Zip: Naperville, Illinois 60564

Company Complaining About: Comcast

Description

They keep promising to install my service, its been two weeks and now pushing it for another two weeks. I had installation scheduled for Oct 2nd from 8am-9am. They call at 8:10am saying cant find my address and pushed it for another two weeks?

I have trying to get the service and this is what i get, pushed to new date. I have been comcast for 10 years and also own a business account. Not so good for a loyal customer.

Mario from Social Media Specialist called last week promising the installation but no good.

(b) (6)




[Ticket: # 565557 - Outages](#)

Date: 10/2/2015 10:38:33 AM

Received via: Internet

City/State/Zip: Huntsville, Alabama 35824

Company Complaining About: Comcast

Description

There are multiple outages a day in our whole neighborhood and nothing is ever done about it. Not only that, but even with requests, the cable line to the house as STILL not been buried.

Ticket: # 565559 - Comcast Data Caps**Date:** 10/2/2015 10:38:48 AM**Received via:** Internet**City/State/Zip:** Augusta, Georgia 30907**Company Complaining About:** Comcast

Description

Nearly every month I am hit with an overage charge to my broadband internet which I already pay an exorbitant amount for because I happen to be within one of Comcast's "testing areas." With using Netflix and Steam to enjoy my downtime it is very easy to reach the 300GB data cap and find it far too often I have tell my friends "no I cannot play with you because I am reaching my data cap for the month." It is near impossible to gauge how close you are to the cap because data from the last twenty four hours is not displayed. Somehow, I always happen to only go around 10% over the cap as if it was specifically placed to ensure Comcast gets the extra ten dollars out of me every month without going over enough so I would cause a fuss. I even pay for one of the more expensive "Blast!" speed plans and am still being nickled and dimed on a monthly basis. The only month I did not go over, my son was studying for his August MCAT on Khan Academy and he still had to be cautious as we got within forty GB. I specifically remember one month I went over the cap by 1 GB and was still charged one of my "overage forgiveness" months. I cannot believe this is not illegal.

Ticket: # 565613 - Comcast

Date: 10/2/2015 10:55:23 AM

Received via: Internet

City/State/Zip: Huntsville,, Alabama 35824

Company Complaining About: Comcast

Description

I've had comcast now for 3 months. I tried other providers but there were no other providers for my area. My internet service slows down several times a day and at least once a week goes down completely. The company isn't very helpful. I hope you can help. There also has been no credit on my bill when the service goes out. The last time was for several hours.

[Ticket: # 565663 - Comcast unfair billing](#)

Date: 10/2/2015 11:13:16 AM

Received via: Internet

City/State/Zip: South Jordan, Utah 84095

Company Complaining About: Comcast

Description

Comcast technician accidentally disconnected our service at the box while putting a filter on for another customer. Our service was out for seven days. I called to get it repaired and was told that I would receive a credit for the time the service was down. When the service was connected I called back for the credit and was told I would get a \$6 credit which was no where near what I pay for a quarter of a month. I asked them to do the right thing and credit me for the lost time and was told that was all they could do. This shows a lack of integrity in my opinion. I think they should at least credit me for the actual time lost.

Ticket: # 565673 - Comcast Cutting Service + Data Caps

Date: 10/2/2015 11:16:03 AM

Received via: Internet

City/State/Zip: Atlanta, Georgia 30350

Company Complaining About: Comcast

Description

I was sent a letter from Comcast indicating I had a past due balance, which was fine, but that I had until October 3rd to pay it. I woke up this morning, October 2nd, to find out my service had been suspended a day earlier than anticipated. I had planned on paying the amount due today anyway, but found that completely unacceptable that my service was cut early. On top of that, I was charged with setting up my service in the apartment when it was previously advertised as a free service due to Comcast servicing that apartment and I was moving.

I'd also like to comment that I am completely sickened by the thought of data caps. The fact that it cost Comcast fractions of a cent to transmit gigabytes of data, but they have the nerve to charge extra for going over a cap is unacceptable. Either charge by the GB used, like a utility, or charge by the speed as it currently does and remove all forms of caps. Some of us who do work at home, work in the technology sector, or even enjoy streaming as an alternative to cable should not be punished by someone else's greed. I shouldn't be forced to spend over \$1000 to switch to business just so I can have a cap removed. When Google Fiber arrives in my area, I will be sure to switch immediately. They do not use data caps and offer much faster service.

Thank you.

(b) (6)

Ticket: # 565790 - Data caps

Date: 10/2/2015 11:53:10 AM

Received via: Internet

City/State/Zip: Miramar, Florida 33027

Company Complaining About: Comcast

Description

I believe that data caps are unnecessary and unfair. Many Americans only have one choice in broadband providers, and data caps are just another way Comcast and other companies are trying to squeeze money from their customers they hold a monopoly over. As the Internet becomes more data-intensive, these caps will stifle economic growth and force consumers to pay more outrageous subscription fees and overage charges than they already do. Data caps should be an illegal business practice.

Ticket: # 565866 - An important update about your XFINITY Internet service

Date: 10/2/2015 12:08:17 PM

Received via: Internet

City/State/Zip: Miami, Florida 33126

Company Complaining About: Comcast

Description

Comcast send me this email:

Hi (b) (6) ,

We're writing to remind you that we will be trialing a new XFINITY Internet data plan in your area. Starting October 1, 2015, your monthly data plan will include 300 GB. We'll also trial a new "Unlimited Data" option that will give you the choice to purchase unlimited data for \$30 per month in addition to your monthly Internet service fee...etc...

- 1- "we will be trialing" - they know i consume more than 300GB a month, so they are trialing charging me more for something I did not sign-up? Why would I want to try paying more for my service? Does that makes anysense to anyone?
- 2- How did Comcast came up with 300GB for my current plan, when originally there was no cap??
- 3- I am currently on a promotional contract for a year, can they change the rules and call t trial???
- 4- They provide links on the emails of tools to calculate how much data i be consuming, but why do i need to do that, i already know how much data base on historical information and besides they did not offer a link to complant of opt-out of the trial????
- 5- I believe Comcast is trying to come up with new revenues streams since users are only streaming content most of the time and do not sign up for fill packages of cable any longer like the premiums. Since most smart tvs and streamers allows you to sign up to premium contents directly with the provides, like HBO, Showtime, Hulu, Netflix, etc... Comcast is loosing revenues from those packages and people only sign up for basic cable just so they can have internet or a good discount package like I did when I sign up. But what does this leaves us with, if in my area I can not sign up with another internet service provider because there is only one cable company in my area, then i am at the mercy of Comcast when they raise price because they have the monopoly, yet the profit margin for cable company are higher than 50% which means they are making a lot of profit in their monopolies. In an ideal world, internet access should be free or cost effective like water or electricity, it is a tool to get educated and give opportunities to everyone. The internet have disrrupt more industries than any other platform, look at UBER, Netflix, Amazon, Youtube...these business would have not become a reality if the internet was control by companies like ATT and Comcast, but if we let them do it now, we are going backwards.

Ticket: # 566083 - comcast

Date: 10/2/2015 1:19:19 PM

Received via: Internet

City/State/Zip: Nashville, Tennessee 37209

Company Complaining About: Comcast

Description

(b) (6)

I need someone to help me, last month I paid over five hundred dollars due to the bill being late that I understand, this month again another five hundred dollar bill from you guys and a letter saying you are going to cut my services. This is unreal 3 months' worth of services is a thousand dollars? My cable constantly goes out, I do not get the speeds promised and I still have not been refunded for the Floyd Mayweather fight I NEVER RECEIVED. I tried to call last night, I was on hold for over an hour only to get hung up on. I will not be treated like this, for years I have paid your outrageous bill on time, no issues.

[Ticket: # 566230 - Comcast data cap](#)

Date: 10/2/2015 2:02:01 PM

Received via: Internet

City/State/Zip: Fort Lauderdale, Florida 33301

Company Complaining About: Comcast

Description

After signing an unlimited data contract three months ago they start a data cap trial and force me to stay under the cap and won't let me cancel my contract because honestly my household uses way more than the data cap.. We rely on Netflix and Hulu because our TV package is so limited yet expensive we need stream services.. This is a tyrant company if there ever was one.. taking money from people after the contract for the package says unlimited data

[Ticket: # 566235 - Incorrect Bill and Comcast won't remove incorrect charges](#)

Date: 10/2/2015 2:04:35 PM

Received via: Internet

City/State/Zip: Knoxville, Tennessee 37923

Company Complaining About: Comcast

Description

Comcast added a \$70 charge to my account for a service visit that never happened. I called to get it removed and they said they would. I then called back 3 days later after the 48 hour time frame to get it removed, and the new customer service person argued with me saying it's not their problem and wouldn't remove it. This is illegal and I'm not happy.

[Ticket: # 566296 - Data Cap Implementation](#)

Date: 10/2/2015 2:26:06 PM

Received via: Internet

City/State/Zip: Pompano Beach, Florida 33060

Company Complaining About: Comcast

Description

Comcast is using bait and switch fraud to charge me more money for my internet. I signed up with them for unlimited internet service at 105MB, and now 2 months after selling me that service, they are adding data caps and threatening to charge me more to receive the service I signed up for in the first place.

Ticket: # 566301 - Comcast Data Cap

Date: 10/2/2015 2:26:35 PM

Received via: Internet

City/State/Zip: Coconut Creek, Florida 33066

Company Complaining About: Comcast

Description

Comcast is imposing a data cap on what was sold to us as an unlimited data connection. They now want to charge an additional 30\$ for an "unlimited " connection. How can I trust that they won't eventually impose a data cap on that connection as well? There were no data caps when I signed up for the service.

[Ticket: # 566368 - Comcast Outtages](#)

Date: 10/2/2015 2:52:11 PM

Received via: Internet

City/State/Zip: Westfield, Indiana 46074

Company Complaining About: Comcast

Description

The service has been out this time at least one day. It started last night. At least once a month the service goes out. It then takes Comcast 7-10 days to get out here to fix the problem. Comcast needs to provide reliable service for phone and internet. Please fix the problem.

Ticket: # 566482 - Comcast of Tucson

Date: 10/2/2015 3:22:24 PM

Received via: Internet

City/State/Zip: Marana, Arizona 85653

Company Complaining About: Comcast

Description

Comcast has been over charging us for internet data for the past several months. We have never had to pay data charges and now we are getting the screws put to us. They say that in 1 month alone we used 750 g of data! That is ridiculous that we can use that much.

I called them once and "talked" to one of their outsourced people that barely speaks english and had no clue what I was trying to tell them.

Then I called again and got someone from the office in Colorado, but he didn't even know how much a gig is. Their reps are not trained very well. His solution was that we change our residential to a business account.

He told me that his supervisor would call by the end of the business day and that was well over a week ago and no one has called.

They are trying to charge us \$462.97 for the extra data. I paid my monthly service bill, but I don't feel that we should get stuck paying this data fee that we aren't using. We live in an area that is too far for a neighbor to steal data.

Ticket: # 566515 - Comcast Data Caps

Date: 10/2/2015 3:32:45 PM

Received via: Internet

City/State/Zip: Atlanta, Georgia 30308

Company Complaining About: Comcast

Description

It is wholly and completely ridiculous that a company like Comcast needs to place data caps on its users. This company should be considered a monopoly for all intents and purposes. Consumers in certain areas have zero choices as to their provider. Further limiting them with data caps and forcing them to pay more money for the same service is down right criminal!

Ticket: # 566613 - Comcast Makes Promises for Repair but don't not follow up

Date: 10/2/2015 4:01:07 PM

Received via: Internet

City/State/Zip: Woodbine, Maryland 21797

Company Complaining About: Comcast

Description

My husband and I both have home offices and require reliable internet services. I have had problems with Comcast connectivity for almost a year. I've updated my cable modem multiple times (at my expense) and have repeatedly tried the "self help" recommendations. I recently had 2 Comcast technicians that checked my interior equipment and concurred that the problem was "from the tap" and that they would put in a work order for maintenance. They told me within 24 hours someone would be in the neighborhood to repair the problem. On Oct. 2, I called to see what the status was because I am still having connectivity problems and learned that the order for repair was never placed. I was told I would receive a call in an hour to tell me when I would have someone on site for the repair. 3 hours later I called in again and was told no one has "looked at the ticket". After much frustration the supervisor admitted he had no way to find out why the ticket wasn't being reviewed but supposedly someone will be in the neighborhood tomorrow. I'm not holding my breath. I pay \$250!!!! a month for terrible service and support. It seems that the company does not communicate internally at all. The service mostly effects our internet but the phone and tv service are also interrupted on a regular basis.

Ticket: # 566650 - xfinity internet data plan (cable modem internet)

Date: 10/2/2015 4:10:15 PM

Received via: Internet

City/State/Zip: Fort Lauderdale, Florida 33304

Company Complaining About: Comcast

Description

today i received a letter from comcast stating that comcast is trialing a internet data plan in my area. starting yesterday, my monthly data allowance is 300gb/month and i can purchase unlimited data for \$30/month or \$10/50gb over 300gb. i cancelled my cable tv through comcast two months ago. the past two months my monthly data usage has been approx 45gb/month. this automatically increases my monthly charge for internet \$30/month. comcast has a complete monopoly in my neighborhood, there are no other options for broadband . i feel that comcast is holding me hostage for internet. it appears that declining cable tv subscriptions has caused comcast to use other tactics to take advantage of their customers who are powerless, with no alternatives or competition to comcast. there is no incentive for at&t to expand u-verse service in my neighborhood and dsl is never offered, even though it is outdated and slow. i am outraged that comcast is able to punish (charge) customers who use streaming services instead of their overpriced and undervalued cable tv services.

thank you for your assistance in this matter

Ticket: # 566661 - Billing issue repeated

Date: 10/2/2015 4:13:30 PM

Received via: Internet

City/State/Zip: Haslett, Michigan 48840

Company Complaining About: Comcast

Description

I had a billing issue, Comcast charged my payment to the wrong account and keeps trying to charge me late fees for a payment I've already made. Went around for months getting no where. Filled an FCC complaint and things were looking better. I was told to resubmit a proof of purchase. I had done so already but to a different department and this person couldn't get access to it.

I forgot to for a few days. Comcast called to remind me and I sent it in right away, in fact when I was on the phone with them. Later that week they sent me a letter saying the FCC complaint was closed because I failed to submit documentation. First, I already submitted it, they couldn't find it in their own company, and I resubmitted it to after a brief hesitation. This overdue balance still shows up on my account and they also upped my new bill this month by over 50% with no notice.

Please help me out.

Ticket: # 566753 - INTERMITTENT SERVICE**Date:** 10/2/2015 4:50:07 PM**Received via:** Internet**City/State/Zip:** Huntsville, Alabama 35824**Company Complaining About:** Comcast

Description

In the last couple months, COMCAST Xfinity service to my house has become more and more unreliable. While the service does reconnect after 'the outages', the other items at my house that rely on the connected services must be manually reestablished. I do not mind doing so if its infrequent, but lately the 'disconnects' are occurring many times a week and various times of the day. This unpredictability is frustrating and not what I signed up for as my choice if ISP. I have made several calls to COMCAST expressing not only is this occurring at my house, but to many customers in our area. The calls have gone without resolution and the reps I speak with only offer canned responses that have NOT helped any. I believe the FCC should escalate this to COMCAST leadership as a service provider and if they are unable to rectify the issue -- customers should be compensated for portions of their monthly service or offered to leave without penalty.

Ticket: # 566798 - Comcast Data Cap (Atlanta GA) / Other random Charges

Date: 10/2/2015 5:14:45 PM

Received via: Internet

City/State/Zip: Decatur, Georgia 30030

Company Complaining About: Comcast

Description

In the month of Sept I paid. \$122.67 for a bill to Comcast. \$40.00 dollars in data cap charges which i really don't think they even have proof of how much was used. and extra charges with 1.) Didn't give ok to upgrade. 2.)Ridiculous data cap charges. 3.)Not even sure what this charge is for. Comcast pulls this kind of stuff all the time, and us as a end user can't do much about it. Please help. Thanks.

Ticket: # 566832 - Unusual amount of Service Outages**Date:** 10/2/2015 5:33:11 PM**Received via:** Internet**City/State/Zip:** Aurora, Colorado 80015**Company Complaining About:** Comcast

Description

There has been multiple services outages in my area serviced by Comcast in the last 2 months. Representatives of Comcast have shared we me that in last 6 weeks alone there has been 8 outages. Comcast has been unable to provide a reason nor root cause for the outages. Comcast has neither notified its customers in the affected area of a reason for these ongoing outages nor provided any information around a timeline when its customers can expect a more stable service environment. As a business customer of Comcast, stability of the service provided is a key component of my livelihood and I pay a premium for business quality service to ensure the best possible service. As of late Comcast has not provide the quality of service that I feel I am paying for, but more importantly, not providing adequate communications to their customers of these ongoing issues.

Ticket: # 566925 - Arbitrary Data Caps - Comcast

Date: 10/2/2015 6:35:55 PM

Received via: Internet

City/State/Zip: Plantation, Florida 33317

Company Complaining About: Comcast

Description

My complaint rests firmly on the legality of being able to file a data cap on a service that I have loyally been paying for several years now. I've never, ever had as many issues as I do with Comcast- and to top it off, they want to add a 300 gb data cap to discourage streaming services such as Netflix, Spotify and HBO Go.

Last month, I used 362 gb and I am not even that heavy of a user. Yes, I stream services and play video games, as well as downloaded 2 movies and a video game last month, but this is all normal behavior exhibited by a large number of the population!

How can you tell me that less than 10% of the populace uses 90% of the bandwidth, that doesn't even make sense. These data caps are endangering the services offered by Steam, Netflix and MMO games such as FFXIV and World of Warcraft.

Please, FCC, do something about this. Comcast is too big for their own good and is doing nothing but costing my family money for corporate greed. I'm not a politician and have no voice in the halls of justice, so I must rely on you to stand up for the rights of myself and the millions of users like me that are being abused by the monopoly that is Comcast.

Ticket: # 566964 - Comcast cable / internet billing

Date: 10/2/2015 6:56:10 PM

Received via: Internet

City/State/Zip: San Francisco, California 94133

Company Complaining About: Comcast

Description

I was recently contacted by Comcast regarding a billing issue from eleven months ago (I closed the tv service first, then the internet service, in October). I had been current on my bill throughout, and I have excellent credit. When I first cancelled the cable service, then the internet, I spoke with their customer service rep who said that my bill would not reflect the deposit for the cable box.

After a series of inaccurate bills during my service, they sent me a single blank bill for ~\$100 a month later after cancellation with no further information. I did not follow up at the time, and I assumed it was a billing error that was corrected. Now they have referred the account to a collections agency (which I disputed) and told me to "negotiate" when I contacted them.

I still have no idea why they are hounding me over this without ever sending a final billing statement. I never thought to complain about a cable or internet provider before - but I'm looking for some consumer help as this behavior is pretty awful.

[Ticket: # 566994 - billing and plan issues.](#)

Date: 10/2/2015 7:15:27 PM

Received via: Internet

City/State/Zip: Naperville, Illinois 60563

Company Complaining About: Comcast

Description

I am a new customer of Comcast. I attempted to sign up for internet service at a promotional rate of \$24.99/mo for 25mbps for the first 12 months in June 2015. I was not only signed up for a different plan, but I was billed at a non-promotional rate of \$66.95/mo. I have called Comcasts billing department 4 times since june, none of which resolved our issue. after the last phone call in mid-september, we were assured that not only our future bill would be corrected, but the promotion would be applied to our past bills as well. We were directed to ignore the next bill as we would soon receive an additonal, corrected bill with the promotional rate applied backdated to june. This has not happened. We have paid the initial incorrect bill of \$82.45 prior to the first call. We have now paid an additional \$80+ dollars after Comcast has diconnected our service due to non-payment; uor issue continues to be uresolved. we attempted to call customer service about this issue today, but were were disconnected twice from teh automated service after 20 minute and 35 minute hold times, respectively.

Ticket: # 567018 - Comcast internet Cap to 300 GB

Date: 10/2/2015 7:35:38 PM

Received via: Internet

City/State/Zip: Miami, Florida 33187

Company Complaining About: Comcast

Description

I just received an email from comcast stating they will putting a cap on the internet usage. One of the main reasons I chose comcast as my internet provider is because they had no cap and said my contract will guarantee the no cap limit. I now find out my contract is not to be honored and most likely will be force to pay extra \$30 for my service. I have a two year contract and this is my third month with them. It is unfair for the customer to be pushed around by an ISP. A contract is an agreement between two parties to be honored, respected, and fulfilled. Why is it fair for one side to do as their wish with complete disregard to the contract?? Please look into this matter and protect the end user like us which get pushed around over and over by the ISP providers. Thanks.

Ticket: # 567057 - intermitting service and misinformation

Date: 10/2/2015 8:20:16 PM

Received via: Internet

City/State/Zip: Clarkston, Michigan 48346

Company Complaining About: Comcast

Description

This is my second complaint on comcast cable within the last 2 weeks the first report to the fcc was 9-17-15 I was contacted by Comcast They said they would fix my connection and give me a rate of \$85.97 dollars a month for the same programing that I already had. That turned out not yo be true The person I spoke to called herself Heather 734-331-1227 I tried to call her back 9-28-9-29 9-30 10-1 and 10-2 at the office hours she provided 10:00 am to 7:00 pm I left many of message and did not receive any call backs from her . I did have a Comcast technician out to the house On 10-1-15 and he said he feels it is in the main line and does not have any thing to do with my equipment or my inside lines or cable drop to my home . I have a case number of cr512004168 that should still be open (not resolved and another case problem cr510533301 I would like to have a person from the Fcc contact me to discuss further action against Comcast for lack of service. and orally claiming that they will give me the same programing that I had for a lower price. Would that be considered FRAUD? this fall under a few categories Availability, Equipment on Comcast end,and speed and service

[Ticket: # 567059 - Data Cap Instituted in South Florida by Comcast/Xfinity](#)

Date: 10/2/2015 8:22:40 PM

Received via: Internet

City/State/Zip: Miami, Florida 33196

Company Complaining About: Comcast

Description

As of yesterday, Comcast has instituted a Data cap of 300gb, and will charge an additional \$10.00 for every 50GB over the cap. This data cap severely punishes the use of Streaming services, and is nothing short of an extortion effort on the part of Comcast.

Ticket: # 567061 - Comcast 300 GB limit

Date: 10/2/2015 8:25:18 PM

Received via: Internet

City/State/Zip: Madison, Mississippi 39110

Company Complaining About: Comcast

Description

As a household with 6 people we can catch up to the cap very quickly. They have been known to cap my upload speed when using Logmein as well.

Ticket: # 567071 - Consistently getting internet at a speed lower than advertised and purchased.

Date: 10/2/2015 8:33:42 PM

Received via: Internet

City/State/Zip: Seattle, Washington 98109

Company Complaining About: Comcast

Description

The package I purchased promises speeds up to 25 mbps. I understand that this means UP TO that speed, but for the last month, I have consistently been getting service that is only 15% of what I am paying for. I realize that writing this complaint is going to do absolutely nothing since the FCC seems to have abdicated any enforcement responsibility when it comes to Comcast. Just because the agency gets 16,000+ complaints over a fairly short period of time is no reason to stop responding - it should signal that something is wrong, and maybe nudge the people over at the FTC to do something since you guys can't.

[Ticket: # 567102 - Comcast/Xfinity Data Cap](#)

Date: 10/2/2015 8:51:25 PM

Received via: Internet

City/State/Zip: Canton, Michigan 48187

Company Complaining About: Comcast

Description

Comcast will soon be putting data caps on home internet and charging for extra gb you go over, i think thats extremely wrong. They already have been proven to have 90% profit margins as it is

[Ticket: # 567110 - Comcast data cap causing financial and social problem.](#)

Date: 10/2/2015 9:09:13 PM

Received via: Internet

City/State/Zip: Marietta, Georgia 30067

Company Complaining About: Comcast

Description

Comcast is issuing arbitrary data cap and it is hindering my ability to use internet as I want. First of all, internet services recently classified as a telecommunication service should not be throttled by fees and usage limitations. And even if I were to decide to change my service providers, there aren't proper competitors for a company as big as Comcast. Instead it's true competitors are serving monopoly in other districts where Comcast doesn't offer them interference. This system of Comcast controlling both market and pricing has caused our internet service, not just in my household but in our country, itself to be far deteriorated and disrepair status compared to that of other developed nation where the market is fair and watchful.

My complaint rests firmly on the legality of being able to file a data cap on a service that I have loyally been paying for several years now. I've never, ever had as many issues as I do with Comcast- and to top it off, they want to add a 300 gb data cap to discourage streaming services such as Netflix, Spotify and HBO Go. Last month, I used 362 gb and I am not even that heavy of a user. Yes, I stream services and play video games, as well as downloaded 2 movies and a video game last month, but this is all normal behavior exhibited by a large number of the population! How can you tell me that less than 10% of the populace uses 90% of the bandwidth, that doesn't even make sense. These data caps are endangering the services offered by Steam, Netflix and MMO games such as FFXIV and World of Warcraft. Please, FCC, do something about this. Comcast is too big for their own good and is doing nothing but costing my family money for corporate greed. I'm not a politician and have no voice in the halls of justice, so I must rely on you to stand up for the rights of myself and the millions of users like me that are being abused by the monopoly that is Comcast.

Ticket: # 567115 - Comcast Monopoly

Date: 10/2/2015 9:10:54 PM

Received via: Internet

City/State/Zip: Oregon City, Oregon 97526

Company Complaining About: Comcast

Description

In the old days if a company began to act against the interests of its customers those customers would turn to a competitor. This balanced the free market for many years. However, today, with corporate mergers producing monolithic monopolies so influential that they arguably run the world it isn't even possible for competition to exist. For example: if I felt paying \$100 a pill to treat my illness was too much I could not simply take out a loan and start up my own pharmaceutical company in order to create market competition. The same applies to an ISP. The system in place is not only dysfunctional it is inexorably broken. As the flood waters of poverty continue to rise we citizens have come to realize that the path to higher ground has been blocked. We are drowning. Please help.

Ticket: # 567117 - Poor Comcast internet and poorer customer service

Date: 10/2/2015 9:14:25 PM

Received via: Internet

City/State/Zip: Jacksonville, Florida 32204

Company Complaining About: Comcast

Description

I called and spend > 55mins on the phone being bounced off from one person to other by Comcast customer care

My connection has poor reception in our bedroom for past 4 weeks or so and at times even non functional. However i was given a chase by Romain, grace and scott for 55 mins and then didnt do anything about it and when i complained that i will file a complaint against them Scott laughed and said do whatever u can and hung up. I will cancel my service with comcast

[Ticket: # 567127 - Comcast Data Cap](#)

Date: 10/2/2015 9:22:06 PM

Received via: Internet

City/State/Zip: Knoxville, Tennessee 37921

Company Complaining About: Comcast

Description

Comcast has began charging for a data cap for broadband services, and charging for premium service (\$30) even when the cap isn't breached.

Ticket: # 567129 - Internet works 50/50

Date: 10/2/2015 9:28:42 PM

Received via: Internet

City/State/Zip: Roseville, California 95747

Company Complaining About: Comcast

Description

The internet is very slow, and often disconnects.

We have 3 laptops, 3 iPads, a Kindle and a desktop, and the issue happens with all of them.

Sometimes the internet completely disappears, and then we have to manually connect to the router again.

I called once (hate calling Comcast and waiting on hold....) and they told me someone had disabled the bridge mode on our router; something they can only control at Comcast, not something we did in our house.

My fiance and I work from home often, and it is the absolute worst when we can't get online. Hello! If we can't work, we can't make money, which means we can't pay our bill! Comcast, if you want your money, then give us reliable internet so we can earn it to pay you!!!

When I do call in for support, they resolve the issue for a while, but the service always fails again later. I have better things to do than call Comcast 3x per week.

When we move, we are definitely going with Dish. Comcast's commercials advertise how much more expensive Dish is, but right now I pay \$180 per month for unreliable service. Even if we have to pay a little more with Dish, at least we'll be able to count on the service.

[Ticket: # 567143 - Data Cap on Internet](#)

Date: 10/2/2015 9:52:37 PM

Received via: Internet

City/State/Zip: Cutler Bay, Florida 33157

Company Complaining About: Comcast

Description

Data cap on Internet, never being advice that there was data cap

Ticket: # 567144 - Comcast 300 Gigabyte Data Cap

Date: 10/2/2015 9:52:40 PM

Received via: Internet

City/State/Zip: Miami, Florida 33196

Company Complaining About: Comcast

Description

Comcast Holdings through their subsidiary Comcast Corporation, has put a mandatory 300 GB cap on all data for all customers in South Florida unless we pay a thirty dollar fee every single month for unlimited data whether or not we have exceeded said 300 GB limit, and is going to limit us from using Netflix and other streaming services, and is limiting Internet freedom by blocking those who may not be able to afford an extra thirty dollar fee on their bills to pay for an unlimited data plan. This deliberate attempt to close off the Internet after the failure of their plan to eliminate net neutrality is a clear violation of the FCC's decision to make the Internet open for all.

Ticket: # 567148 - Comcast in Nashville, TN

Date: 10/2/2015 9:55:19 PM

Received via: Internet

City/State/Zip: Nashville, Tennessee 37203

Company Complaining About: Comcast

Description

My complaint rests firmly on the legality of being able to file a data cap on a service that I have loyally been paying for several years now. I've never, ever had as many issues as I do with Comcast- and to top it off, they want to add a 300 gb data cap to discourage streaming services such as Netflix, Spotify and HBO Go. Last month, I used 380 gb and I am not even that heavy of a user. Yes, I stream services and play video games, as well as downloaded 2 movies and a video game last month, but this is all normal behavior exhibited by a large number of the population! How can you tell me that less than 10% of the populace uses 90% of the bandwidth, that doesn't even make sense. These data caps are endangering the services offered by Steam, Netflix and MMO games such as FFXIV and World of Warcraft. Please, FCC, do something about this. Comcast is too big for their own good and is doing nothing but costing my family money for corporate greed. I'm not a politician and have no voice in the halls of justice, so I must rely on you to stand up for the rights of myself and the millions of users like me that are being abused by the monopoly that is Comcast.

[Ticket: # 567149 - arbitrary data cap from Comcast/XFINITY](#)

Date: 10/2/2015 9:56:13 PM

Received via: Internet

City/State/Zip: Miami, Florida 33196

Company Complaining About: Comcast

Description

It's probably legal for Comcast to unilaterally apply a 300GB/month data cap but it still sucks. I'd complain to them but a) they've heard it before, b) if they cared what I thought they wouldn't have done this in the first place, and c) I'm under contract and they know it.

It's my opinion that this is solely to discourage the use of non-Comcast streaming services, such as Netflix (which I'm a customer of). Netflix already has to pay protection money to Comcast, so it could be argued that Comcast is double-dipping my wallet already.

Ticket: # 567150 - Xfinity/Comcast 300GB Data Cap

Date: 10/2/2015 9:56:58 PM

Received via: Internet

City/State/Zip: Atlanta, Georgia 30312

Company Complaining About: Comcast

Description

As of recently, Comcast has placed a 300GB data cap on their internet services and I have twice exceeded that amount in a monthly billing period. As a college student living with my wife and child, we both have approximately 50-75 assignments and articles that we have to download for each class. This on top of the normal data usage that is required for the research on classwork, normal internet browsing, and then trying to stream learning shows for our one year old son easily exceeds the data cap.

Ticket: # 567154 - Comcast Data Cap

Date: 10/2/2015 10:00:22 PM

Received via: Internet

City/State/Zip: Antioch, Tennessee 37013

Company Complaining About: Comcast

Description

Dear FCC,

For so long we have been provided internet with Comcast without a data cap. Unfortunately now Comcast has decided to give a mandatory data cap to all users at a lose lose situation and customers have no choice because those like me have no choice due to the monopoly of the Internet industry. I urge you to please stop this insane company from taking what is now a utility and raising the prices at will. Internet is no longer a luxury. Our sole life and work depend on it.

[Ticket: # 567161 - Bundling of Services](#)

Date: 10/2/2015 10:05:27 PM

Received via: Internet

City/State/Zip: Marietta, Georgia 30066

Company Complaining About: Comcast

Description

Comcast has the ability to bundle multiple services into one. Recently they implemented a data cap onto their internet service. This should be a kickback as implementing data caps boosts sales on their television package. It is ridiculous that they are able to charge implement whatever they want when there are so few competitors in the market.

Ticket: # 567162 - Signal lost constantly

Date: 10/2/2015 10:06:39 PM

Received via: Internet

City/State/Zip: New Castle, Pennsylvania 16101

Company Complaining About: Comcast

Description

I recently moved my internet service to Comcast. After a battle with them over billing issues the first month my internet seems to be losing signal constantly. When I first called they told me it was my box. So they said they would ship a new one out. 2 weeks later still no box and when I called back they told me it never got processed. Now I have a new box and the same problems. Just seems funny how I didn't have them before the billing issue.

Ticket: # 567164 - 300 GB

Date: 10/2/2015 10:07:23 PM

Received via: Internet

City/State/Zip: Coconut Creek, Florida 33073

Company Complaining About: Comcast

Description

I find it ridiculous that a cap is being added to my area for no apparent purpose. I can only ask that this be reversed and for an apology.

[Ticket: # 567170 - Comcast data cap](#)

Date: 10/2/2015 10:11:59 PM

Received via: Internet

City/State/Zip: Cumming, Georgia 30041

Company Complaining About: Comcast

Description

Recently Comcast has put a data cap on my internet subscription. The internet should be unlimited with no cap off how much data I use.

[Ticket: # 567172 - internet data cap](#)

Date: 10/2/2015 10:14:24 PM

Received via: Internet

City/State/Zip: Lawrenceville, Georgia 30044

Company Complaining About: Comcast

Description

ive had a data cap for over a year now and its horrible i end up having to pay 100\$ more on data alone making my internet sometimes up to 200-300\$ and its hurting me.

Ticket: # 567175 - Comcast Internet

Date: 10/2/2015 10:19:51 PM

Received via: Internet

City/State/Zip: Wheeling, West Virginia 26003

Company Complaining About: Comcast

Description

I am paying for 150 mbps of service but at the best I am getting approximated 30 mbps, on top of this Comcast now caps my internet usage to 300 GB per month and throttles the speed down slower once 100 GB is hit in the monthly period.

Ticket: # 567180 - Comcast

Date: 10/2/2015 10:25:36 PM

Received via: Internet

City/State/Zip: Fort Lauderdale, Florida 33316

Company Complaining About: Comcast

Description

My complaint rests firmly on the legality of being able to file a data cap on a service that I have loyally been paying for several years now. I've never, ever had as many issues as I do with Comcast- and to top it off, they want to add a 300 gb data cap to discourage streaming services such as Netflix, Spotify and HBO Go. Comcast is costing me a ton of money to do nothing but line their pockets for their own corporate greed.

[Ticket: # 567183 - Comcast Data Cap](#)

Date: 10/2/2015 10:26:13 PM

Received via: Internet

City/State/Zip: Atlanta, Georgia 30328

Company Complaining About: Comcast

Description

Comcast has created an arbitrary cap on data usage. By their CEO's own admission there is no technical reason for a data cap, it is purely driven by further gouging their existing customer base.

Ticket: # 567190 - Being overcharged because of new data cap

Date: 10/2/2015 10:28:13 PM

Received via: Internet

City/State/Zip: Coconut Creek, Florida 33073

Company Complaining About: Comcast

Description

My complaint rests firmly on the legality of being able to file a data cap on a service that I have loyally been paying for. I've never, ever had as many issues as I do with Comcast- and to top it off, they want to add a 300 gb data cap to discourage streaming services such as Netflix, Spotify and HBO Go. Last month, I used 479 gb and I am not even that heavy of a user. Yes, I stream services and play video games, as well as downloaded 2 movies and a video game last month, but this is all normal behavior exhibited by a large number of the population! How can you tell me that less than 10% of the populace uses 90% of the bandwidth, that doesn't even make sense. These data caps are endangering the services offered by Steam, Netflix and games. Please, FCC, do something about this. Comcast is too big for their own good and is doing nothing but costing my family money for corporate greed. I'm not a politician and have no voice in the halls of justice, so I must rely on you to stand up for the rights of myself and the millions of users like me that are being abused by the monopoly that is Comcast.

[Ticket: # 567200 - Comcast Xfinity Data Cap](#)

Date: 10/2/2015 10:31:21 PM

Received via: Internet

City/State/Zip: Nashville, Tennessee 37217

Company Complaining About: Comcast

Description

If I were to go to McDonalds and purchase a hamburger - I expect to be able to eat said hamburger. What Comcast is doing is saying that if I eat more than 70% of said hamburger they will charge me for a second hamburger. This should be illegal. I have paid the cost of goods and have a right to revive it. Comcast is being allowed to gouge the public in markets that have little recourse to switch to anyone else.

Ticket: # 567202 - Data caps are a complete scam

Date: 10/2/2015 10:33:25 PM

Received via: Internet

City/State/Zip: Gadsden, Alabama 35901

Company Complaining About: Comcast

Description

I worked at Comcast for 10 years, as a financial analyst for the corporate headquarters in Philadelphia I saw first hand how profitable the internet service for Comcast is. It is almost entirely profit. Bandwidth for the last mile (which is all Comcast owns and is responsible for) is irrelevant. Bandwidth costs (this is easily available to find on your own) less than 10 cents per gigabyte, and that's to purchase so that the provider makes a profit - that's not even the *actual* cost. Yet Comcast (and other companies including AT&T and Verizon) limit with data caps on their residential terrestrial - I'm not talking about wireless - accounts. Once you surpass 300gb you pay 10\$ per 50gb. This 300gb cap is completely arbitrary and only came into existence because Cable TV and it's ad supported system are falling apart. Streaming services such as Netflix and Youtube are in the spotlight. Instead of innovating or changing their business model to adapt to the current business climate it's usury.

Worse, there's no competition. Again, as a former employee, I've sat in on meetings for local municipalities which virtually guaranteed no competition for lengths up to 75 years in some cases. This is insane and it's already illegal, it needs to be enforced. Please, enforce net neutrality and get rid of this crap. Charge us the fair price for what we use and allow us to use whatever we want to, just like Electricity, Gas and Water.

Ticket: # 567204 - Comcast Data Cap 300gb

Date: 10/2/2015 10:33:54 PM

Received via: Internet

City/State/Zip: Miami, Florida 33176

Company Complaining About: Comcast

Description

I consume media by way of my Internet connection. I have no need for cable television. The 300GB data cap that is being imposed by Comcast is their way of extracting more money from me for the same service I have been using for years.

Comcast owns several television networks and they are directly impacted by the growing trend of cord cutters. This data cap is clearly their attempt to stop that trend. How this isn't illegal is absolutely beyond me.

[Ticket: # 567207 - Comcast 300 GB cap](#)

Date: 10/2/2015 10:35:42 PM

Received via: Internet

City/State/Zip: Wheaton, Illinois 60189

Company Complaining About: Comcast

Description

Comcast has instituted a 300 GB cap in many areas of service.

Ticket: # 567209 - Cable Internet Bundle Issue

Date: 10/2/2015 10:36:56 PM

Received via: Internet

City/State/Zip: Portland, Oregon 97214

Company Complaining About: Comcast

Description

Filed similar complaint under TV as this impacts both services.

My wife and I pay for two services: Basic cable TV and Blast Internet. Our price last month went from about \$95 to \$118 due to falling out of promotional period, which we were unaware of.

Now, in order for us to get a cheaper bill, we must sign a two year contract requiring TV, Internet, and Phone. I live near downtown Portland Oregon, a very populated neighborhood, and our two choices are Comcast and CenturyLink. The fastest speed CenturyLink offers is 10Mbps.

There is no competition in Portland, and unfair pricing. We have no use for antiquated home phone lines. Also, we will be purchasing a house within the next 5 months, so we cannot sign a contract as it won't transfer. We are being forced in to a higher rate.

[Ticket: # 567210 - Data cap](#)

Date: 10/2/2015 10:37:25 PM

Received via: Internet

City/State/Zip: Hermitage, Tennessee 37076

Company Complaining About: Comcast

Description

Comcast has a data cap in place and is insisting on keeping it on my account even though I directly asked the rep when I was signing up and was told that there wouldn't be one. Now I am locked in to a commitment using a service that can exceed it's own data cap in a number of days

Ticket: # 567211 - Comcast Data Cap

Date: 10/2/2015 10:38:20 PM

Received via: Internet

City/State/Zip: Augusta, Georgia 30909

Company Complaining About: Comcast

Description

Comcast has a 300gb/month data cap in my area. From May until September of 2015, I was unable to see the "usage meter" and Comcast was unable to tell me what my usage was. As of now, they have suspended overage charges until they can figure out how to run their system correctly. With this being said, I have never, in my life, had a data cap put on home internet usage. As I do not wish to use their cable service, streaming media is what I use. However, with this cap, it would almost force me to use their cable service as well. It seems like a ploy to force customers to use multiple facets of their business even if they don't want to.

[Ticket: # 567220 - Cable monopoly in my area strong-arming me into fees](#)

Date: 10/2/2015 10:41:02 PM

Received via: Internet

City/State/Zip: Miami, Florida 33196

Company Complaining About: Comcast

Description

Comcast, which is the ONLY option for cable internet in my area in south Florida has instituted a data cap plan which they've opted me into against my will & without my authorization and will now be charging me each month additional fees that I believe are associated with typical usage of streaming sites such as Netflix, Amazon and HBOGO. With no competition in my area and no alternatives for a person to turn to for Internet access, they are now attempting to squeeze every penny nickel and dime they can from their customers such as me and my family. Please FCC do something about this and comcast in general. Thank you.

[Ticket: # 567235 - Data cap and lack of competition](#)

Date: 10/2/2015 10:45:39 PM

Received via: Internet

City/State/Zip: Mobile, Alabama 36608

Company Complaining About: Comcast

Description

I'm writing to complain about Comcast's newly instituted 300 GB data cap in my market. Comcast has given us two options, either increase our billed amount based on data used, or pay an additional \$30 per month in order to remove this cap. This concerns me, mostly due to a noted lack of options and competition for them in my area. They are the only available broadband provider, and I am not comfortable with the monopolistic situation they are in.

[Ticket: # 567243 - Comcast Datacaps](#)

Date: 10/2/2015 10:46:32 PM

Received via: Internet

City/State/Zip: Goose Creek, South Carolina 29445

Company Complaining About: Comcast

Description

Really? What is the point of data caps besides milking more money from the consumer?

[Ticket: # 567250 - Comcast - Monopoly](#)

Date: 10/2/2015 10:50:55 PM

Received via: Internet

City/State/Zip: Rincon, Georgia 31326

Company Complaining About: Comcast

Description

Comcast continually modifies their internet packages to take more of my money for less and worse service. They ARE the fastest in my area, but there is ZERO competition. I have no choice if I want the fastest connection.

Ticket: # 567251 - Comcast Data Cap

Date: 10/2/2015 10:51:01 PM

Received via: Internet

City/State/Zip: Miami, Florida 33162

Company Complaining About: Comcast

Description

300 gb monthly cap limit.

[Ticket: # 567255 - Data cap](#)

Date: 10/2/2015 10:52:12 PM

Received via: Internet

City/State/Zip: Atlanta, Georgia 30312

Company Complaining About: Comcast

Description

My complaint is on the legality of putting a data cap on a service that I have been paying for for several years.

Ticket: # 567261 - Comcast changed my internet plan to include a 300 GB data cap

Date: 10/2/2015 10:57:03 PM

Received via: Internet

City/State/Zip: Miami Lakes, Florida 33014

Company Complaining About: Comcast

Description

Comcast sent me a letter saying they included a 300GB data cap to my plan after raising my rates twice. I had unlimited internet for \$60 a month before, now \$67 a month with a 300GB cap, unless I want to pay an additional \$30 a month to receive the same plan that I had previously.

[Ticket: # 567263 - Comcast Data Caps In Area With no broadband competition](#)

Date: 10/2/2015 10:57:11 PM

Received via: Internet

City/State/Zip: Pittsburgh, Pennsylvania 15213

Company Complaining About: Comcast

Description

In many areas, Comcast is the only provider of cable internet. Comcast can be the only game in town. Yet they are expanding their data caps into more markets. Comcast has failed to demonstrate how delivering 300 GB to a customer in a month is cheaper than delivering 301 GB to that same customer. Their data caps represent greed, and unlike cell phone data caps, there are very few credible alternatives.

[Ticket: # 567264 - Comcast randomly added a 300GB data cap in my area.](#)

Date: 10/2/2015 10:57:23 PM

Received via: Internet

City/State/Zip: Pembroke Pines, Florida 33024

Company Complaining About: Comcast

Description

Without any kind of permission or ability to opt out, Comcast has added a 300GB data cap on my account, and will add charges if I go over this limit. This isn't right.

Ticket: # 567267 - Comcast caps

Date: 10/2/2015 10:57:54 PM

Received via: Internet

City/State/Zip: Duluth, Georgia 30097

Company Complaining About: Comcast

Description

Comcast service has two main interconnected issues.

First, it's generally able to operate like a monopoly. In lots of places, cable monopolies are granted by the municipal government so you only have one choice. Comcast is the largest broadband isp and cable company in America so it has outsized effects when it does something. So, since your only alternatives are much slower, and since so many people in America are stuck with them, Comcast might fall under a different regulatory paradigm.

Second, the reason for data caps, along with a lot of other hijinx Comcast has pulled like throttling Netflix, is that it's cable arm is dying. People are sick of paying \$100 for old fashioned TV because internet video lets them watch what they want, when they want. So Comcast, in doing things like throttling bandwidth or capping data is effectively neutering higher bandwidth video alternatives like Netflix.

This can be seen as anti-competitive because, as a seller of video (old timey cable TV) they are in direct competition for subscribers to that service with Netflix, Hulu, HBO online, etc. This is true of ALL cable monopolies that also serve internet.

[Ticket: # 567268 - Comcast Data Cap Charge...](#)

Date: 10/2/2015 10:58:06 PM

Received via: Internet

City/State/Zip: Miami, Florida 33196

Company Complaining About: Comcast

Description

<http://www.slashgear.com/comcast-to-subscribers-pay-extra-or-face-300gb-data-cap-02401038/>

I am extremely displeased that Comcast can still screw over customers without a single repercussion. Monopolies shouldn't exist in the free market. Comcast is too big for their own good and is doing nothing but costing my family money for corporate greed. Help me, help America.

[Ticket: # 567272 - Comcast Data Caps and anti-competitive practices](#)

Date: 10/2/2015 11:00:17 PM

Received via: Internet

City/State/Zip: Bloomington, Indiana 47402

Company Complaining About: Comcast

Description

Comcast has introduced data caps in my area. I would like to switch isps but there are no alternatives because Comcast has special agreements and ownership over data lines here.

Ticket: # 567275 - Comcast "Trial" 300gb cap

Date: 10/2/2015 11:01:35 PM

Received via: Internet

City/State/Zip: Miami Gardens, Florida 33056

Company Complaining About: Comcast

Description

So I'm currently in a "trial" for the 300 gig cap. This is clearly a money grab for Comcast as their is no technological reason for there to be a cap. In this day and age, internet is a utility and a right. I have had sooo many internet issues with Comcast and if Google Fiber was an option or even Verizon, I would happy jump ship. I, like most everyone else, use streaming services like Netflix and Hulu Plus and I know that Comcast is pretty much trying to jack up prices to take advantage of streaming. I don't even know how it's legal.

[Ticket: # 567277 - Comcast Data caps](#)

Date: 10/2/2015 11:01:53 PM

Received via: Internet

City/State/Zip: Meridian, Mississippi 39305

Company Complaining About: Comcast

Description

Comcast recently started charging us if we went over a 300GB cap. I have no other option for high speed internet. So I can not express my displeasure by no longer purchasing from them.

[Ticket: # 567279 - Comcast data cap](#)

Date: 10/2/2015 11:03:52 PM

Received via: Internet

City/State/Zip: Lincoln, Massachusetts 01776

Company Complaining About: Comcast

Description

I am severely inconvenienced by the recent data cap of 300gbs per month for my area. I am not a heavy user but because of this cap I cannot complete my work along with provide much needed entertainment for my family. Please stop this ludicrous monopolizing company from continuously enforcing these infringement because there is no alternative for internet In my area and I am stuck paying well bet what I should be.

Ticket: # 567285 - Data Cap

Date: 10/2/2015 11:08:39 PM

Received via: Internet

City/State/Zip: Ridgeland, Mississippi 39157

Company Complaining About: Comcast

Description

There is no technical purpose for having a data cap! I am currently living in Ridgeland, Mississippi but I am from Dallas, TX. At My home in dallas, I have some options (a few, but still some) for my tv and internet services and at least I have the option to choose the lesser of all the emails. However, like most of you know, these corporations like Comcast and AT&T agree to NOT COMPETE. So at my new home in Ridgeland, MS I am ONLY able to get Comcast because of geographic agreements made prior by these cable companies. I am now pigeon held into getting comcast TV and internet. If i wanted to "cut the cord" and get rid of my cable service and only stream off my internet, I am LIMITED by the ARBITRARY data cap that comcast imposes on all its home service customers. The 300 gb data cap SERVES NO TECHNICAL PURPOSE. How can the government allow these cable companies with obscene profit margins to continue gouging customers who are forced to pay for it seeing as though its the only option??? and in this day and age internet is as much a necessity as electricity. Comcast has a massive vested interest in TV and is afraid of cord cutters, so as one deterrent they have imposed this unnecessary and obscene data cap limit. Comcast executives have been quoted as saying "[the data cap] serves no technical purpose and is for business purposes". Many people I know are being negatively affected by this, good hardworking blue collar americans who don't know how to voice their complaints. Many people are unaware of this 300gb limit and are then forced to pay overages they weren't told about and exorbitant fees that seem to come from nowhere. Please do something, this wallet gouging needs to stop.

[Ticket: # 567288 - Comcast has a data cap on me](#)

Date: 10/2/2015 11:09:26 PM

Received via: Internet

City/State/Zip: Atlanta, Georgia 30324

Company Complaining About: Comcast

Description

If I had the option to purchase internet through an internet provider that did not FORCE a data cap on me, I WOULD SWITCH IMMEDIATELY! Comcast is the only viable option in my area I have no other options. I'm forced to pay an extra \$10 for when I go over the 300GB data limit when other customers in other parts of the country do not have to. It is unfair and in my eyes illegal.

Ticket: # 567290 - Data Caps

Date: 10/2/2015 11:10:02 PM

Received via: Internet

City/State/Zip: Miami, Florida 33177

Company Complaining About: Comcast

Description

Comcast is subjecting consumers to unfair data caps that increase the monthly payment of internet. Consumers have been paying for years for unlimited internet and now they want to increase it by 30 dollars so they extort money from us.

They already have a monopoly on internet/cable service the FFC should take care of the consumers by investigating this issue. The internet is the future of our economy and should not be placed in the hands of such a despicable company with the worse customer service/satisfaction.

Thank you.

Ticket: # 567292 - Comcast Data Caps

Date: 10/2/2015 11:12:59 PM

Received via: Internet

City/State/Zip: Knoxville, Tennessee 37919

Company Complaining About: Comcast

Description

Dear Sir or Madam, I have internet service from Comcast in the Knoxville, Tennessee area. Comcast has instituted a 300GB per month data cap where each additional 50GB is charged at a rate of \$10. It is my understanding that cable TV customers do not have video programming traveling over the same wires counted against their data cap, my viewing of any audio or video programming is logged against my data cap. This seems to privilege the video programming sold by Comcast over competing video services. Why can a cable TV customer watch 24 hour HD programming Without this usage counting against their data cap, while my viewing of HBO Now, Hulu, or Netflix accrues against the 300GB limit?

Approximately 3.5 hours of HD programming a day in a month with 30 days by one individual within a household would be impacted by Comcast's data cap. September 2015 we went 138gbs over our data cap just streaming and downloading games from steam and Xbox Live. This current month of october alone 3 days in we have already used almost 35 gbs. We have two members in our household and do not wish to select low quality video feeds or agree to all watch the same programs at the same time to manage our internet usage. I view the limit as arbitrarily low and the implementation of only metering signals not originating from Comcast as a preferred programming provider as opposed to the fair playing field intended by the FCC.

Ticket: # 567319 - Comcast Now Charging More for Data

Date: 10/3/2015 12:13:53 AM

Received via: Internet

City/State/Zip: Murray, Utah 84107

Company Complaining About: Comcast

Description

I have been with Comcast for years. I have recently been informed that if I plan to go over 300 GB per month I will now have to pay an extra \$30 to get what I've already been paying for. Now I know with cable internet the more data you consume doesn't equate to extreme greater cost like cellular networks, but I feel scammed by an already scummy company.

Ticket: # 567337 - Comcast poor inventory/billing controls and aggressive collection practices

Date: 10/3/2015 12:59:26 AM

Received via: Internet

City/State/Zip: Rockford, Illinois 61103

Company Complaining About: Comcast

Description

I was Active Duty Air Force, living in base housing on Fort Meade. I subscribed to Comcast, and utilized their service until my discharge. After settling my balance and cancelling my service, I gave my Sergeant power of attorney to return my equipment to Comcast. He did so.

8 months later, I recieved a collection notice claiming I owed Comcast ~350 dollars for unreturned equipment. I've spoken with Comcast support and billing, and almost 4 years later, have made no progress. They insist that my equipment was never returned. I've disputed the accuracy of their claims with the credit bureaus, and had the items removed from my reports, only to have the next collection agency "update" the information, and hit my credit over, and over.

My equipment was returned, Comcast has not been helpful in resolving this, and my credit has been negatively impacted for years because of this.

Ticket: # 567366 - DATA CAP

Date: 10/3/2015 5:30:31 AM

Received via: Internet

City/State/Zip: Miami, Florida 33177

Company Complaining About: Comcast

Description

I just received a letter saying that my internet service has now a cap of 300Gb a month, after that I will have to pay 10 dollars for every extra 50Gb used. This is not what I signed on for and this is definitely going back in time. Internet is now faster than before because there is innovation on internet content, 4k video, video games, Hulu, Netflix, Amazon TV, even electrical outlets have internet now to be able to turn your lights at home with your phone anywhere in the world. Comcast is not a cheap internet provider, paying over 70 dollars a month for their internet (their basic cable is included, price with or without is the same) is already a burden, and now they are adding this arbitrary extra charges, knowing almost every customer will go over 300 Gb a month, it sounds like a lot but it is not. Just streaming Netflix at 4K (which is also an extra fee with Netflix) will eat those 300Gb in no time. This is outrageous, and should be stopped before it takes off. STOP RIPPING OFF CUSTOMERS. DATA CAPS SHOULD GIVE CUSTOMERS THE OPTION OF STOPPING INTERNET SERVICE IF CAP IS REACHED AND NOT JUST AN AUTOMATIC OVERCHARGE, not having this option will give a free pass to steal customers with impunity, which is exactly what they are doing. 300Gb cap in 2015 is a bad joke.

The letter received states that the majority of their customers use less than 300Gb a month, which obviously is a lie, it will not have a point to make this whole DATA CAP if that was the truth. The real truth is that most of their customers use over 300Gb of data, since the average household has at least 2 computers, several phones and tablets, smart TV, and a gaming console to just mention a few electronics. We are on the internet continuously, sharing videos and pictures over social media, youtube, streaming tv shows and movies, searching for information, studying, working, even school is now mostly online. INTERNET IS NOT A COMMODITY ANYMORE, it is an every day need.

Ticket: # 567368 - Comcast/ Xfinity Internet Service Data Limitation

Date: 10/3/2015 6:02:55 AM

Received via: Internet

City/State/Zip: Fort Lauderdale, Florida 33315

Company Complaining About: Comcast

Description

This is unbelievable. I contracted this service only a couple month ago without any restrictions based on bandwidth and now Xfinity is implementing a data usage cap that was nowhere mentioned or advised of when contracting the service, advising that I would have to pay \$30 more a month to retain the same service originally contracted.

(b) (6)

[Ticket: # 567373 - Comcast and the 300 gigabyte data cap](#)

Date: 10/3/2015 6:31:24 AM

Received via: Internet

City/State/Zip: Thomson, Georgia 30824

Company Complaining About: Comcast

Description

Comcast in a few select areas has a 300gb data cap on how much bandwidth can be used per month. This violates the freedom of information act as well as other constitutional rights that I have.

Ticket: # 567409 - Comcast Data Caps should be illegal

Date: 10/3/2015 7:35:30 AM

Received via: Internet

City/State/Zip: Miami, Florida 33130

Company Complaining About: Comcast

Description

I feel like this is an illegal practice that Comcast has imposed on South Florida. The terrible company has a monopoly where I live. Zip code 33130. AT&T is in my area but cannot provide me with internet speeds faster than 1.6mb/s. I work from home and this speed is no where near fast enough for me to get my work done proficiently. Now my bill will be raised 30% just so comcast came make an extra profit? This whole Data Cap practice should be banned and made illegal.

[Ticket: # 567410 - comcast data caps](#)

Date: 10/3/2015 7:38:40 AM

Received via: Internet

City/State/Zip: Hollywood, Florida 33019

Company Complaining About: Comcast

Description

I have been paying for comcasts highest tier 3 plan bundle for 2 years, for the explicit reason that they promised my family unlimited internet data, and today I receive an email saying they are rolling out a data cap plan in my area. They are a monopoly, and I'm tired of paying out the nose because they are treated deferentially by you people.

Ticket: # 567457 - Comcast South Florida Data Caps

Date: 10/3/2015 9:06:24 AM

Received via: Internet

City/State/Zip: Miami Lakes, Florida 33014

Company Complaining About: Comcast

Description

Hello there,

Comcast has recently begun a new billing model in South Florida that limits its users to 300GB per month. Once that threshold is passed they begin charging more for every 50GB. This is absolutely ridiculous because 300GB per month is a very small size and there is no technical reason to be creating this cap. Comcast has talked about fairness and power users, but the amount of internet used by users is not a strain on their system to justify a price increase on a service that was already being provided for a long time. Their monopoly in this area has forced users to accept such high prices or go to a very bad competitor (ATT Uverse).

Why are we allowing companies to cap an essential utility and hinder progress and innovation? We already pay too much money for a service that does not work in optimal conditions, why are we forced to pay even more now? How is this fair and not thievery? Please help us, the costumers, FCC.

Thank you.