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Description of document:	All Broadcasting and Mass Media Informal Complaints received by the Federal Communications Commission (FCC), October 14-31, 2019
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Federal Communications Commission
Consumer & Governmental Affairs Bureau
Washington, D.C. 20554

CGB

November 26, 2019

FOIA Nos. 2020-061 and 2020-062

This letter responds to your recent Freedom of Information Act ("FOIA") requests received by the Federal Communications Commission ("FCC" or "Commission") and assigned to the Consumer & Governmental Affairs ("CGB") and Enforcement ("EB") Bureaus. You are seeking "each informal complaint received by the FCC during the time period October 14, 2019 through October 31, 2019" and you are limiting this request to "broadcasting and mass media related complaints." Also, you are seeking "each informal complaint received by the FCC during the last three years that includes the word 'BASEBALL'." We are responding to your request electronically.

Your two FOIA requests were aggregated for fee purposes. On November 4, 2019, Mike Hennigan of my staff contacted you, via email to discuss the scope of your request. At that time, via telephone and follow-up email, you modified FOIA No. 2020-061 of your request to seeking "each informal complaint received by the FCC during the period October 21, 2019 through October 31, 2019" limiting your request to "broadcasting and mass media related complaints." Also, on November 4, 2019, we discussed the estimated fees associated with processing your request. You advised Mr. Hennigan that you are willing to increase your maximum fee of \$175.00 for us to process your request.

CGB conducted searches of its databases containing responsive records for your request. Our search revealed 1,497 complaints that are responsive to your request, which are attached. EB informed CGB that a search of their records identified no responsive records. Please be advised that the FCC receives many complaints and comments that do not involve violations of the Communications Act or any FCC rule or order. Thus, the existence of a complaint or comment filed against a particular carrier or business entity does not necessarily indicate any wrongdoing by any individuals or business entities named in the complaint or comment.

The records responsive to your requests were redacted under FOIA Exemption 6.¹ Exemption 6 protects files containing personally identifiable information disclosure of which would constitute a clearly unwarranted invasion of personal privacy. Balancing the public's right to disclosure against the individual's right to privacy, we have determined that release of this information would constitute a clearly unwarranted invasion of personal privacy. Therefore, all FCC employees' names, and complainants' names, addresses, and telephone numbers, were redacted under Exemption 6.

You have been categorized as an "all other requester" for purposes of assessing FOIA fees.² As such, you are responsible for the reasonable direct cost of searching for and reproducing records that are responsive to the request; however, you are entitled to be furnished with the first 100 pages of reproduction and the first two hours of search time without charge. The search was conducted by a GS-14 employee for three hours at an hourly rate of \$76.37. Therefore, since you exceeded your first two free hours of search time by one hour, the search time for us to process your request is \$76.37. Also, the production in response to your request is electronic, and did not involve any duplication. The Financial Operations Division, Office of Managing Director, FCC will send you a bill for this amount soon. Interest will be assessed on the fees owed if not paid within 30 days of the date of the bill.

If you consider this to be a denial of your FOIA requests, you may seek review by filing an application for review with the Office of General Counsel. An application for review must be *received* by the Commission within 90 calendar days of the date of this letter.³ You may file an application for review by mailing the application to Federal Communications Commission, Office of General Counsel, 445 12th St SW, Washington, DC 20554, or you may file your application for review electronically by e-mailing it to FOIA-Appeal@fcc.gov. Please caption the envelope (or subject line, if via e-mail) and the application itself as "Review of Freedom of Information Action" and the application should refer to FOIA Nos. 2020-061 and 2020-062.

If you would like to discuss this response before filing an application for review to attempt to resolve your dispute without going through the appeals process, you may contact the Commission's FOIA Public Liaison for assistance at:

FOIA Public Liaison
FCC, Office of the Managing Director,
Performance Evaluation and Records Management
445 12th St SW,
Washington, DC 20554
FOIA-Public-Liaison@fcc.gov

If you are unable to resolve your FOIA dispute through the Commission's FOIA Public Liaison, the Office of Government Information Services (OGIS), and the Federal FOIA Ombudsman's Office offers mediation services to help resolve disputes between FOIA requesters and Federal agencies. The contact information for OGIS is:

¹ 5 U.S.C. § 552(b)(6).

² See 47 CFR § 0.470(a)(3).

³ 47 CFR §§ 0.461(j), 1.115; 47 CFR § 1.7 (documents are considered filed with the Commission upon their receipt at the location designated by the Commission).

Office of Government Information Services
National Archives and Records Administration
8601 Adelphi Road-OGIS
College Park, MD 20740-6001
202-741-5770
877-684-6448
ogis@nara.gov
ogis.archives.gov

Sincerely,



Nancy Stevenson
Deputy Chief
Consumer Policy Division
Consumer & Governmental Affairs Bureau

Attachments

Ticket: # 3608515 - Res can for WXIN Fox 59 Indianapolis

Date: 10/20/2019 8:06:00 PM

City/State/Zip: Greencastle, Indiana 46135

Company Complaining About: Not A Billing Issue

Description

I rescanned my tv on 10/18/2019 as instructed and I still can not receive the channel. I always watch this station for my news. How can you correct this???? I can not get it now.

Ticket: # 3608518 - Inappropriate Commercials

Date: 10/20/2019 8:08:11 PM

City/State/Zip: Bolton, Connecticut 06043

Company Complaining About: Comcast

Description

I was watching the New Orleans Saints and Chicago Bears football game on 10/20/2019 on Fox with my 9 year old son. When at 7:45 pm a commercial came on for Fox's new show Prodigal Son about a Serial Killer and his son. I am a 35 year old man and I was disgusted by the content of the commercial and the fact that it was on when children like my son and the millions of others could be watching. What I would like to see is for the networks to stop making shows with such disgusting, sickening content but at the very least to not aire commercials like the one I saw for adult shows until at least after 9pm so that kids are not exposed to that garbage. Thank You!

[Ticket: # 3608530 - Cox cable company](#)

Date: 10/20/2019 8:21:59 PM

City/State/Zip: Irvine, California 92620

Company Complaining About: Cox

Description

Cox cable will not support TiVo card. I feel this is an unfair practice. Love my TiVo & had to buy a new one only to find out that Cox has discontinued supporting TiVo. Is anything to be done about this?

Ticket: # 3608539 - NBC APP on Amazon Fire Stick Commercial volume

Date: 10/20/2019 8:24:29 PM

City/State/Zip: Mesa, Arizona 85203

Description

We got the NBC app on our Amazon Fire Stick and while watching we noticed that the commercials are always substantially louder than the show.

Ticket: # 3608545 - interrupted TV signal

Date: 10/20/2019 8:36:21 PM

City/State/Zip: Feasterville, Pennsylvania 19053

Company Complaining About: Comcast

Description

in the last 6 months I've contacted Comcast four times and they have sent out a tech each time and they each had a different answer. TV signal works and then breaks up and then works again this happens on a regular basis and they have not resolved it

Ticket: # 3608547 - Billing

Date: 10/20/2019 8:37:06 PM

City/State/Zip: Villa Rica, Georgia 30180

Company Complaining About: Spectrum

Description

I received my bill on October 19th via Email. When I logged in to look at my bill it was \$41 more than the month before. When I began an online chat with customer service I was disconnected. Today, I called (October 20th) to be told I couldn't be prorated for service this month because my service started Oct 17. I didn't receive my bill until the 19th. After spending an hour and 24 minutes on the phone today and 34 minutes with online chat yesterday they finally reduced my bill to internet only but still couldn't confirm that my \$201 bill would be reduced. They wasted my time and although they weren't rude both the customer service rep and the supervisor agreed that spectrum was wrong in changing their policy to not prorate. I was incredibly upset and shouldn't have had to spend 2 hours of my life trying to change my services especially when the rate increased and i wasn't given a good enough reason as to why.

Ticket: # 3608548 - Suddenlink

Date: 10/20/2019 8:42:16 PM

City/State/Zip: White Sulphur Springs, West Virginia 24986

Company Complaining About: Sudden Link

Description

Yes this is (b) (6) I had service with Suddenlink and I had it transferred to another address the cable man came a week later to hook my service up he didn't hook it up because he said I would have no service so I called and reported the problem so a week later another cable man came hooked my cable up he hooked my tv on antenna and I have no service and he messed my t. Up it will not go back to my setting cable and I have no service

Ticket: # 3608553 - Reception of TV channels is poor or intermittent

Date: 10/20/2019 8:52:22 PM

City/State/Zip: Elkhorn, Wisconsin 53121

Company Complaining About: Fcc

Description

I live 30 miles from Milwaukee. In the past I had no difficulty with digital reception using my antennae. This weekend I have completed many digital scans and reception of almost all major network channels from Milwaukee are no longer received. I can only receive FOX which is now channel 39.1 WQFR. I am filing my formal complaint due to loss of almost all over-the-air channel reception. Please advise what will be done to correct the reception problem. Please address this issue.

[Ticket: # 3608556 - Re: I am still experiencing the issues I described in my Ticket No. 2589003.](#)

Date: 10/20/2019 8:58:51 PM

City/State/Zip: West Covina, California 91791

Description

This is a follow-up to your previous request #3553181 "I am still experiencing the issues I described in my Ticket No. 2589003."

The radio stations and the television stations are still tracking me.

I want to report and complain that read somebody's lips to release the social security number is illegal.

I reiterate I want to report and complain that read somebody's lips to release the social security number is illegal.

I want to stop being tracking by the radio and the television stations permanently.

I want to complain that I'm in reality a victim.

Ticket: # 3608567 - South Park

Date: 10/20/2019 9:22:49 PM

City/State/Zip: Potsdam, New York 13676

Company Complaining About: Spectrum

Description

7:30 at night, my three grandkids and I are watching TV Land and a commercial for this tasteless piece of garbage comes on, I end up with three kids wanting to know what stick your dick0 in my mouth means, I thought you had better taste than that, if you're going to let them show trash can't you at least make them do it in the middle of the night for God's sake

Ticket: # 3608568 - Spectrum--no proration after downgrading service

Date: 10/20/2019 9:22:58 PM

City/State/Zip: Midlothian, Texas 76065

Company Complaining About: Spectrum

Description

I contacted spectrum to downgrade service, and after being directed by chat to call in, I was able to downgrade, but I forgot to ask how much my changed bill would be. I contacted them again, and I was told I would have to pay for the full month of the higher service even though they immediately downgraded my account. I believe they robbed me of about \$40.00 worth of services , and I do not understand how this is anything short of theft.

Ticket: # 3608576 - Commercials extremely loud

Date: 10/20/2019 9:36:44 PM

City/State/Zip: Dover, Delaware 19904

Description

I have the Direct TV app (which has changed recently to AT&T TV) on my Amazon Fire smart TV. Recently while watching certain channels the commercials volume is excessively louder than the show that i am watching. One of the offender channels for example is Discovery channel.

Ticket: # 3608582 - FOXNEWS Network Programming

Date: 10/20/2019 9:41:09 PM

City/State/Zip: Lanham, Maryland 20706

Description

As A Concerned Citizen,

I would like to formally complain to the FCC and as that your agency investigate the FOXNEWS network for violations consumer protection laws, not providing the public with necessary information regarding their programming that is produce as a misinformation campaign of a foreign nation, misinforming the public regarding vital national, state, and local information that endanger national security, extorting public servants, and falsely claiming to provide news when 90% of the programming is misinformation and foreign propaganda.

Ticket: # 3608583 - FOXNEWS Network Programming

Date: 10/20/2019 9:45:03 PM

City/State/Zip: Lanham, Maryland 20706

Description

As A Concerned Citizen,

I would like to formally complain to the FCC and as that your agency investigate the FOXNEWS network for violations consumer protection laws, not providing the public with necessary information regarding their programming that is produce as a misinformation campaign of a foreign nation, misinforming the public regarding vital national, state, and local information that endanger national security, extorting public servants, and falsely claiming to provide news when 90% of the programming is misinformation and foreign propaganda.

Ticket: # 3608589 - Lost channel

Date: 10/20/2019 10:00:06 PM

City/State/Zip: Rockfield, Kentucky 42274

Company Complaining About: This Is An Ota Issue.

Description

Before October 18 I was able to receive channel 17 the Fox affiliate in Nashville, TN. via an outside antenna. I have performed a rescan several times without any success in getting this channel back. Please advise.

Ticket: # 3608599 - Lost reception

Date: 10/20/2019 10:04:27 PM

City/State/Zip: Rio, Wisconsin 53960

Company Complaining About: Wisconsin

Description

We have rescanned many times recently and we keep losing channels. And some of the channels we are receiving are duplicated. We have lost signal from channels we are watching. We had better reception before this new scanning. This new signal is garbage. Something needs to be done ASAP.

Ticket: # 3608602 - Service

Date: 10/20/2019 10:12:48 PM

City/State/Zip: Matthews, North Carolina 28105

Company Complaining About: Spectrum

Description

They sell a package to rental communities. The ones who rent have the choice not to have cable at all taken away. It is sold so that the property owners force all tenants to get it. This takes our choices away

Ticket: # 3608607 - FOXNEWS Network Programming

Date: 10/20/2019 10:20:13 PM

City/State/Zip: Lanham, Maryland 20706

Description

As A Concerned Citizen,

I would like to formally complain to the FCC and as that your agency investigate the FOXNEWS network for violations consumer protection laws, not providing the public with necessary information regarding their programming that is produce as a misinformation campaign of a foreign nation, misinforming the public regarding vital national, state, and local information that endanger national security, extorting public servants, and falsely claiming to provide news when 90% of the programming is misinformation and foreign propaganda.

Ticket: # 3608609 - Rescan

Date: 10/20/2019 10:30:32 PM

City/State/Zip: Urbana, Ohio 43078

Company Complaining About: Ohio

Description

(b) (6) .. we have continuously tried to rescan our televisions but cannot receive channels 22 and 45 I. Dayton,Ohio. Also we have lost extra channels on channel 2. Very upset we lost our channels!-!

Ticket: # 3608621 - Comcast no service

Date: 10/20/2019 10:57:19 PM

City/State/Zip: Statham, Georgia 30666

Company Complaining About: Comcast

Description

The short version is that I pay for internet and normally get half the speed they advertise. Currently I have no service and all they can say it's my equipment. While I understand sometimes that can happen, it can't be that 7 devices went bad at the same time. When I asked for a manager, the representative refused stating that they are not going to do anything different than they already done. Worked with same representative for another half an hour and asked for a manager. Reluctantly she agreed then put me on hold forever then came back saying that it will be a long time. This is not the first time I call and talk to representatives that all they know is to tell me to restart my modem and when I ask for supervisor they refuse to transfer. I want service or reimburse my payment.

[Ticket: # 3608639 - obscene language, signal jamming, and hate speech on amateur radio frequency](#)

Date: 10/20/2019 11:51:10 PM

City/State/Zip: Las Vegas, Nevada 89123

Description

Recurring deliberate and malicious jamming on 80 meter band using both recordings and contemporaneous obscene hate speech. On 10/19/2019 2215 hrs PDT on 3.840MHz. On 10/20/2019 2046 hrs PDT on 3.845MHz. this is an ongoing problem on 80 meter SSB band.

Ticket: # 3608645 - CNN

Date: 10/21/2019 12:37:47 AM

City/State/Zip: Spring Hill, Florida 34609

Description

After seeing the Veritas tapes I strongly believe that CNN should have their broadcast license suspended for a minimum of three months but probably for six months. Also I am not just a crazy republican complaining but am currently a democrat and have for my whole life been either a democrat or independent.

Thank you for your consideration.

(b) (6)

Ticket: # 3608656 - Prohibited Vulgarly ABC-TV

Date: 10/21/2019 2:03:49 AM

City/State/Zip: Bloomington, Minnesota 55420

Description

"Ten minutes in, and this year was already F-----g hard."

Broadcast on October 2, 2019 at 7 PM, on the ABC Network. The show was "The Goldbergs." This is a violation of FCC Rules about vulgar language. (Video clip attached.)

Ticket: # 3608661 - Restricted reception area

Date: 10/21/2019 5:21:07 AM

City/State/Zip: St. Elmo, Illinois 62458

Company Complaining About: AT&T

Description

I live on the eastern edge of Fayette County Illinois. I am unable to receive TV reception from illinois broadcast stations. The reason stated from the satellite companies is because I was in St Louis Missouri area and not illinois. We aren't able to receive any local or state news or weather information. I found out that the next county to the east which is three miles away from our town is in the illinois area and therefore can receive local stations on satellite. I was also told that these rules are set by the FCC. There are thousands of people effected by this rule . I ask that the Commission address this issue. Thank you

(b) (6)

St. Elmo, Illinois 62456

Email (b) (6)

Commission

Ticket: # 3608662 - Restricted reception area

Date: 10/21/2019 5:22:15 AM

City/State/Zip: St. Elmo, Illinois 62458

Company Complaining About: AT&T

Description

I live on the eastern edge of Fayette County Illinois. I am unable to receive TV reception from illinois broadcast stations. The reason stated from the satellite companies is because I was in St Louis Missouri area and not illinois. We aren't able to receive any local or state news or weather information. I found out that the next county to the east which is three miles away from our town is in the illinois area and therefore can receive local stations on satellite. I was also told that these rules are set by the FCC. There are thousands of people effected by this rule . I ask that the Commission address this issue. Thank you

(b) (6)

St. Elmo, Illinois 62456

Email (b) (6) t

Commission

Ticket: # 3608665 - Election Meddling

Date: 10/21/2019 5:41:46 AM

City/State/Zip: Buffalo, New York 14213

Description

CNN, MSNBC, and Fox host a number of anchors who have been spreading conspiracy theories concerning Russia and Ukraine for months on end, trying to ensure public panic or some emotional reaction concerning the upcoming elections based on unfounded gossip. "News Anchors", especially such as Neera Tanden are not reporting the tons of news happening in the country, but instead deliberately smearing the President, SCOTUS, Cabinet members, Senate members, members of congress, and especially presidential nominees like Tulsi Gabbard that they have no monetary interests with. It's obvious these propagandists are slandering people with false allegations on a daily basis, yet it continues unabated and CBS should be held accountable for aiding this election meddling.

Ticket: # 3608667 - Offensive Language on 97.5 WPEN, Burlington, Nj

Date: 10/21/2019 6:26:42 AM

City/State/Zip: Mantua, New Jersey 08051

Description

Around 10 PM Sunday 10/20, a radio host on 97.5 WPEN used Jesus Christ as an expletive. As a Christian I found this to be offensive and perhaps offensive to many others as well.

Ticket: # 3608681 - Billing Discrepancies**Date:** 10/21/2019 7:32:21 AM**City/State/Zip:** Boynton Beach, Florida 33426**Company Complaining About:** Comcast

Description

Dec 2018-Jan 2019, I spoke with "Seth". He put me back on my old plan with the same rate. He said the premium channels that "Olga" gave will expire August 2019; but not to worry because they'll be able to adjust and extend it again. I thanked him and asked him to send a confirmation email of our conversation, which he did. Fast forward Aug 2019. I call in and spoke to numerous representatives. Each one had zero idea what I was referring to. I asked for a manager and ended up with "Kristina". I told her what I was promised. To sum it up, she pretty much called me a liar. I told her I have the email as proof. I send her the email. She reads it and says "Oh well, we don't have it & I don't know why you were this". After arguing with a brick wall, I let her know that I would have to get off the line, but if my bill wasn't adjusted, I will escalate my complaint because I can't afford these high bills. My association pays for basic and I'm paying for the extra boxes. They even made me pay for a DVR box that I DID NOT REQUEST. The technician came (after 6 techs couldn't fix the issue) and said if a customer has 5 or more units, only a DVR box will be able to support it. He said he will notate my account, as I was telling him I'm not paying for something I did not request. Fast forward Oct 2019, my bill is SKY HIGH. If it weren't for where I lived, I would not be with Xfinity Comcast. They're crooks and they train their employees to be the same way. They call their customers liars, even when proof is given. Highway robbery and modern day thieves.

Ticket: # 3608686 - Rescan of Antenna TV.

Date: 10/21/2019 8:06:49 AM

City/State/Zip: Middletown, Ohio 45044

Company Complaining About: Antenna

Description

Rescan antenna like request and lost most local channel's. These channels are either scrambled or do I need equipment to allow these to come through. Please advise. Thank you in advance.

Ticket: # 3608697 - Direct TV

Date: 10/21/2019 8:30:10 AM

City/State/Zip: New Berlin, Wisconsin 53151

Company Complaining About: Directv

Description

This company does not honor anything they tell you on the phone. Final straw, May 14th, Oscar, employee number #OC748Q GUARANTEED me our price would not change for one full year. Last month, bill went up. I have spent too many hours to count being transferred, hung up on and promised things that do not happen with this company for years!! I did mark current customer below, but as of October 24th, we will no longer be.

Ticket: # 3608707 - Billing, Equipment Billing Dispute

Date: 10/21/2019 8:34:23 AM

City/State/Zip: Commack, New York 11725

Company Complaining About: Optimum

Description

Postal Mail Ticket#29104 Ready For Data Entry

Ticket: # 3608714 - Channels not availability

Date: 10/21/2019 8:35:38 AM

City/State/Zip: Louisville, Kentucky 40221

Company Complaining About: Spectrum

Description

Postal Mail Ticket#29111 Ready For Data Entry

Ticket: # 3608723 - Cox Communications

Date: 10/21/2019 8:41:12 AM

City/State/Zip: Roanoke, Virginia 24013

Company Complaining About: Cox

Description

Saying I have a payment arrangement and then they cut it off .

Ticket: # 3608727 - rescan 10/18/2019

Date: 10/21/2019 8:42:12 AM

City/State/Zip: New Ross, Indiana 47968

Company Complaining About: Other

Description

Lost channel FOX 59 and CBS 4 located in Indianapolis after rescan how do I get them back I am a senior and can't afford cable.

Ticket: # 3608741 - WHLM Bloomsburg, PA

Date: 10/21/2019 8:55:07 AM

City/State/Zip: Berwick, Pennsylvania 18603

Description

He was disturbed by something a local d-jay said.

2 weeks ago 2 friends was brutally attacked.

He said it was just a case of brotherly love when those 2 guys beat the hell out of that lady last week....

WHLM in Bloomsburg, PA

94.4 or 95.1

Hosted by Joe Riley (the owner)

Ticket: # 3608770 - Television Availability Complaint

Date: 10/21/2019 9:11:58 AM

Description

I write to you because very recently I have lost a favorite Broadcast Channel and wish to know wether or not it is still available.

The name of the Channel is "Escape". I live in the Pittsburgh metropolitan area and I have a very good high definition antenna.

I appreciate your time and consideration in this matter and I will await your response.

Sincerely yours,

(b) (6)

Ticket: # 3608782 - Devolución Deposito IPTV

Date: 10/21/2019 9:19:43 AM

City/State/Zip: Toa Alta, Puerto Rico 00953

Company Complaining About: Claro

Description

La presente es para llevarles mi disgusto acerca del depósito que realice cuando se activó mis servicios de IPTV el cual fue por la cantidad de \$75. El primer servicio que yo obtuve de su parte fue internet solamente el cual me requirió un depósito de \$20. El mismo fue pagado y meses después opto en un contrato diferente añadir los servicios de IPTV, se me orienta que los mismos estaban sujetos a 2 años de contrato y me requerían un deposito el cual les mencione previamente. Cumpliendo con lo acordado culmine mi termino de dos años de contrato y por razones de poco uso decido cancelar el servicio de IPTV. Me persono a la tienda de Rio Hondo en Bayamón, PR, me orientan que me faltaba el control remoto de la caja y que si no lo entregaba me cobraban \$80 (Ridículo precio por el control), es ahí donde pregunto si me pueden acreditar o devolver mi depósito de IPTV ya que estaba cancelando el mismo (Posteriormente la caja fue entregada con control remoto). Para mi sorpresa la chica que me atiende me orienta que no pueden devolverme el depósito por que la cuenta no va ser cancelada en su totalidad ya que me voy a quedar con el internet. Le menciono a la dama que el deposito que estoy pidiendo es el del IPTV no el del internet y ella me dice que nuevamente que el deposito es de la cuenta y no se entrega si la cuenta no se cancela por completo. Aquí entra mi molestia y hasta cierto punto lo veo como un robo, ya yo complete el termino de mi contrato de IPTV con ustedes el cual me requirió ese depósito, me parece una práctica desleal que por que no voy a cancelar el internet también me retengan ese depósito que no tuvo nada que ver con el servicio de internet. Solicito la devolución del mismo o la acreditación a la cuenta existente. Quedo a la espera. Gracias! – Mi número Telefónico es (b) (6)

Ticket: # 3608803 - Missing Local Channels

Date: 10/21/2019 9:32:05 AM

City/State/Zip: Covington, Ohio 45318-1756

Company Complaining About: Ohio

Description

I rescanned my TV on October 18. I am now not receiving Fox 45 and ABC 22. I live in Covington, OH 45318. Please tell me why this is happening.

[Ticket: # 3608812 - Refusal by Optimum to remove service wire from pole to owner's house](#)

Date: 10/21/2019 9:35:34 AM

City/State/Zip: Commack, New York 11725

Company Complaining About: Optimum

Description

I requested Optimum to remove a dangling cablevision service wire from the pole to my house. They refused since my account is no longer active. Any help from you would be greatly appreciated.

Ticket: # 3608832 - power line noise

Date: 10/21/2019 9:42:42 AM

City/State/Zip: Langhorne, Pennsylvania 19047

Description

I am a amateur radio operator and power line noise is wiping out my receiver. I know this because PECO came out and fixed the problem about 1 year ago but its happening again. They told me that I have to file a complaint with the FCC now and go through the process

Ticket: # 3608833 - Rescan of digital over the air channels

Date: 10/21/2019 9:42:54 AM

City/State/Zip: Greenville, Ohio 45331

Company Complaining About: Other

Description

Since the mandated re-scan of the over-the-air digital television stations on 10/18/19, the number of stations that show up with my antenna have been reduced to a pitiful 13 stations. And before there's a suggestion of moving my antenna, please know that I moved the antenna over and over and over to try to receive all of the stations that used to show up. I find this "re-scan" and loss of stations to be a highly suspicious attempt to force those who rely on free, over-the-air digital television to be forced to purchase cable or satellite. This is unacceptable.

Ticket: # 3608841 - Radio Interference

Date: 10/21/2019 9:47:42 AM

City/State/Zip: Limestone, Tennessee 37681

Description

There seems to be some kind of interference between radio station WXBQ 96.9 and Limestone, TN 37681. It is not a constant but occurs often and sometimes lasts for several minutes.

Ticket: # 3608849 - TV channel taken away

Date: 10/21/2019 9:51:34 AM

City/State/Zip: Atlanta, Georgia 30350

Company Complaining About: Comcast

Description

Turner Movie Channel was taken away

Consumer is stating that they watch this channel all the time

It is not fair that they are taking it away when they all watch

Consumer cannot afford another package just to be able to get this station

Resolution:

Consumer would like her Turner Movie Channel back without having to purchase another package to get it

****CTR406-phone****

Ticket: # 3608850 - Bundled service

Date: 10/21/2019 9:51:49 AM

City/State/Zip: Alexandria, Virginia 22314

Company Complaining About: Comcast

Description

Comcast Xfinity is consumers provider. Consumer just signed up for their services the middle of September. She signed up for a package in the amount of \$119.

She had services for only 2 weeks when her package changed. Provider took Turner Classic Movie and placed it in a sports package for an additional \$10 per month. Consumer is very upset. Consumer wants Turner Classic Movie put back into the package to which she signed up for.

CTR 392-phone

Ticket: # 3608863 - billing with AT&T

Date: 10/21/2019 9:57:00 AM

City/State/Zip: Sarepta, Louisiana 71071

Company Complaining About: AT&T

Description

Unable to stop billing.

Ticket: # 3608877 - AT&T/DirecTV billing & cancellation issues

Date: 10/21/2019 10:05:12 AM

City/State/Zip: Vero Beach, Florida 32968

Company Complaining About: Directv

Description

- Consumer tried to file a complaint online and it would not allow the consumer to submit.
- Consumer had DirecTV/AT&T under account number (b) (6)
- The cancellation date of the DirecTV/AT&T services was 9/9/19 at 12:29 PM.
- He advised he needed his services shut off on 9/12/19, because he would be moving from the address.
- The 12th was to be the closing date for all his utilities.
- All his utilities were disconnected as he requested.
- However, AT&T/DirecTV did not cancel his services as he requested.
- On 9/23/19 (after the consumer moved), he called to request boxes/labels to return his AT&T equipment.
- Consumer found out that the provider did not cancel his services as he had advised them to do.
- He is currently being billed \$83.21 because the provider did not follow his cancellation request/order.
- Resolution: Consumer does not feel he should be billed (\$83.21) for another month since he cancelled services. The account needs to be closed at the date and time of 9/9/19 at 12:29 PM.

CTR398-phone

Ticket: # 3608904 - Dishonest billing

Date: 10/21/2019 10:11:16 AM

City/State/Zip: Cave Creek, Arizona 85331

Company Complaining About: AT&T

Description

AT&T signed me up for NFL Sunday Ticket without my permission. I have asked them to remove it for 3 billing cycles now. Every time they claim it is taken care of and that I only need to pay the portion of my bill that I actually signed up for. But every new billing cycle they still have the Sunday Ticket charge on my account and also add a late fee, despite telling me they would not be doing that.

Ticket: # 3608906 - ABC NEWS Misleading Viewers

Date: 10/21/2019 10:11:58 AM

City/State/Zip: Nekoosa, Wisconsin 54457

Description

I wondering if there are any F.C.C. rules that would not allow a large news organization (ABC News) televising a report showing bombing in Syria which is actually footage of bombing on a Kentucky test range?

I am really tired of watching over the air television stations broadcast "news" which is known by them to not be true. This may not be the purview of the F.C.C. -- but just to let you know that many people are very upset about this. I fail to see how this type of reporting is in the public interest -- certainly not in the best interest of the country. American troops could have been put in harms way due to this misreporting.

[Ticket: # 3608947 - not airing a local channel weyi25](#)

Date: 10/21/2019 10:27:03 AM

City/State/Zip: Burton, Michigan 48529

Company Complaining About: AT&T

Description

ATT stopped airing channel 25 6 months ago they keep saying it will be back on the air soon but still no results they wont give a rebate on the bill but it is still on the channel guide i feel they are miss leading the customer it is not right to charge for something were not getting.

Ticket: # 3608952 - Billing Issues

Date: 10/21/2019 10:28:45 AM

City/State/Zip: Tucker, Georgia 30084

Company Complaining About: AT&T

Description

- The consumer is calling about AT&T/Direct TV
- She had a bundled package
- The consumer received a collection notice that she owes them \$87.55
- She disconnected her services at the end of May 2019
- She states she received a refund for this same amount
- The consumer wants this notice off of her credit report
- She wants them to cease in harassing her

CTR405-phone

[Ticket: # 3608960 - not airing a local channel weyi25](#)

Date: 10/21/2019 10:32:13 AM

City/State/Zip: Burton, Michigan 48529

Company Complaining About: AT&T

Description

ATT stopped airing channel 25 6 months ago they keep saying it will be back on the air soon but still no results they wont give a rebate on the bill but it is still on the channel guide i feel they are miss leading the customer it is not right to charge for something were not getting.

Ticket: # 3608977 - VIOLATION OF PRIVACY COMPLAINT

Date: 10/21/2019 10:35:30 AM

City/State/Zip: Cordova, Tennessee 38016

Company Complaining About: Comcast

Description

ON AUGUST 10, 2019 A REPRESENTATIVE FROM COMCAST CAME TO MY HOME AND DISCUSSED MY PERSONAL ACCOUNT INFORMATION WITH A PERSON THAT I HIRED TO DO WORK IN MY HOME. I CONTACTED COMCAST AND WAS INFORMED THAT THEY WERE NOT SURE WHY THE REP CAME TO MY HOME AND THEY WOULD SEND AN INTERNAL COMPLAINT . I NEVER HEARD BACK FROM ANYONE REGARDING THE COMPLAINT THAT WAS SUBMITTED. I CALLED BACK AND SPOKE WITH ANOTHER REP THAT WAS ONLY INTERESTED IN MY PAST DUE AMOUNT AND NOT THE FACT THAT THEY ALLOWED THEIR EMPLOYEE TO COME TO MY HOME UNANNOUNCED AND VIOLATE MY PRIVACY BY DISCUSSING MY PERSONAL INFORMATION WITH A COMPLETE STRANGER. I CALLED TO CANCEL SERVICES THE REP I SPOKE WITH REFUSED TO TRANSFER ME TO RETENTIONS DEPT SHE STATED THAT I COULDNT CANCEL MY SERVICES UNTIL I PAY THE BALANCE. I AM CURRENTLY ON HOLD TO SPEAK WITH A SUPERVISOR . I HAVE BEEN ON HOLD NOW FOR 30 MINUTES .

Ticket: # 3609004 - Billing issues ATT, Direct TV

Date: 10/21/2019 10:44:10 AM

City/State/Zip: Janesville, Wisconsin 53545

Company Complaining About: AT&T

Description

In June I contacted ATT/Direct TV because my bill had become so expensive I could not afford it anymore, I went into the store because I do not hear on the phone very well as I am 85 years old. My bill continued to go up every month and I didn't understand why so I continued to go into the store monthly and the woman I was dealing with (a manager named Stephanie) assured me to just pay the 109.00 new monthly fee we had agreed upon and she would fix it. This went on for the whole summer increased bills and me traveling to the store with nothing being done to rectify the situation. I then received a bill for over 500\$ in September with a threat to go to collections. I went into the store and they had put me in collections and spent 2 hours on the phone with ATT/Direct tv and they assured me all would go well. My services where then shut off the next week and my daughter spent 2 hours on the phone to fix this and they assured me after I paid the 96 dollars my services would be restored and I would owe a zero balance. I had a different service installed within the week and had all my ATT/Direct TV services disconnected. I then received a statement from ATT/Direct TV stating that they were sorry to see me go as a customer and I have a ZERO balance as the representative my daughter spoke with assured her I would. I received a bill on Saturday October 19th for a bill for 269.73, my daughter tried to call them and spent an hour on the phone only to be given the runaround and that payment was due.

Ticket: # 3609006 - loss of channel reception after rescan

Date: 10/21/2019 10:44:41 AM

City/State/Zip: Benton Harbor, Michigan 49022

Company Complaining About: Rooftop Antennae - No Company

Description

Before the required rescan process, I was getting good reception from multiple channels. After the rescanning process, I lost a number of stations. I have more stations in the daytime but go down to one at night. We were told that we would have better reception. I do not. I talked to an antennae repair company and they are having exactly the same problems that I am. I live in Benton Harbor, MI along Lake Michigan. South Bend, IN stations are approximately 30 miles away. I used to get excellent reception from CBS, NBC, ABC Fox and PBS from there. Now I get the NBC station and PBS in the daytime and sometimes at the night time. I occasionally get CBS in the daytime. ABC is gone completely. I used to get NBC, ABC and PBS from Chicago. Now I get NBC.

Ticket: # 3609034 - interference

Date: 10/21/2019 10:49:48 AM

City/State/Zip: Griffin, Georgia 30224

Description

I listen to 94.9 radio on my truck and could not hear it clearly or understand it because another radio station was over riding it (neither one was clear) this has been going on and off for a few weeks now, it seems some one is off. Now i just got off the cell phone with my wife and the same thing was happening to her cell signal from my house (address is (b) (6) Griffin Ga.)

Ticket: # 3609041 - Housing

Date: 10/21/2019 10:51:11 AM

City/State/Zip: South B, Indiana 46628

Company Complaining About: Bloom Broadband

Description

We live in Hurwich Farms apartments in South Bend Indiana in they are telling us we cannot have dish network at our apartment unless we go threw BLOOM BROADBAND because they have a contract with them in I have spoken with dish network in been advise to file a complaint because bloom broadband is a third party in we have the right to continue having dish network. The office manager said that the only people has excess to the room where the cables are are DISH NETWORK in all the tech need to do is have excess to where the cables are in they could hook us up.

Ticket: # 3609043 - Removal of TCM channel after committing to package

Date: 10/21/2019 10:51:19 AM

City/State/Zip: South Dartmouth, Massachusetts 02748

Company Complaining About: Comcast

Description

My Comcast service contract was ending in June so I called to discuss tv packages and prices. After reviewing options with Comcast rep she offered 3 new channels , TCM was one, in a package that I went ahead and committed to for 1 year based on the addition of that channel . They removed that channel about two weeks ago. I called Comcast to find out why and was informed I could keep it if I paid more to add a sports package, which is unacceptable . They also said no reduction in my cost for removing the channel. I believe this is fraud and total misrepresenting what they are selling to get you to commit and then they remove channels and just suggest you pay more . I would hope you could force them to put TCM back on my channel line up. Wouldn't hurt if you give them a huge fine
Thank you

Ticket: # 3609065 - Cancelled service within 30 days but bills continue

Date: 10/21/2019 11:01:13 AM

City/State/Zip: Saint Michael, Pennsylvania 15951

Company Complaining About: AT&T

Description

Cancelled service within 30 days but bills continue

Ticket: # 3609066 - Directv

Date: 10/21/2019 11:02:01 AM

City/State/Zip: Tryon, North Carolina 28782

Company Complaining About: AT&T

Description

TV service went out, called Directv. They ordered a tech to visit. 1st tech didn't know what's wrong, second didn't show, third said trees in the way. So, cancelled service since I couldn't get it. They billed me for June, although most of the month I had no TV. Also billed me for following month. Had two CSR's tell me they'd zero account; didn't happen. Am now getting dunned for \$185.96.

Ticket: # 3609072 - Service/Billing Issues

Date: 10/21/2019 11:03:59 AM

City/State/Zip: Lampasas, Texas 76550

Company Complaining About: Sudden Link

Description

- The consumer is calling about Suddenlink
- He has a bundled package
- He states they have terrible customer service
- He states they had an outage
- They fixed the outage and lost half of the channels that he is paying for
- He states he has to leave a message to get a return call and no one calls him back
- He states they will not connect him with anyone in Management
- The consumer is requesting a reduction in his bill for time he doesn't have his full service since 9/15/19
- The consumer wants what he is paying for

CTR405-phone

Ticket: # 3609088 - No Response to Damages

Date: 10/21/2019 11:10:05 AM

City/State/Zip: Ridgefield, Connecticut 06877

Company Complaining About: Comcast

Description

A Comcast contractor damaged our property at (b) (6), Niantic, CT while they were installing wires around the neighborhood.

So far, Comcast has been unable or unwilling to respond to my request for reimbursement.

See attached call log.

They show no respect for a long-time customer and shareholder.

They should call me.

Ticket: # 3609139 - charged twice for same service call

Date: 10/21/2019 11:22:19 AM

City/State/Zip: Bronx, New York 10465

Company Complaining About: Optimum

Description

I was charged \$80.00 for a service call to repair outside wiring for 8/25/19. Contacted optimum and told them it was their responsibility for outside wiring and the charge was removed. They have now charged me \$160.00 for the same date and will not refund the money. Called numerous times, said they cant remove the charge, but will offer me future discounted services (which I dont need or want) to make up for their deception and fraud.

Ticket: # 3609211 - Mislead in switching my plan

Date: 10/21/2019 11:42:35 AM

City/State/Zip: Knoxville, Tennessee 37918

Company Complaining About: Comcast

Description

Oct 9, 2019 I received a call from Comcast about a promotion deal where my bill will be reduce and I will get 4 channels of Showtime and only losing Hallmark channel. My bill at the time was 90.11 so with the promotion offer I will pay 66.23 which agree. Later, I noticed that I didn't have my news channels so I called and was told I lost it when i accepted new promotion. I spoke with the manager and complaint about it and the manager solution was to get back my channels but i will have to pay 118.21 and for the inconvenience he will credit my account 118.21. I appreciate that but really I end up losing more because my original bill was 90.11 and now i am stuck with a higher bill. Please check your recording the representative never told me I will losing others channels beside Hallmark channel. I want my original plan back.

Ticket: # 3609237 - Deceptive change to account

Date: 10/21/2019 11:48:17 AM

City/State/Zip: Brentwood, Tennessee 37027

Company Complaining About: Comcast

Description

Comcast removed Turner classic movies from plan over the weekend. In a marathon call to regain the channel, the provider changed my plan to a plan that excludes Investigation Discovery, despite indicate prior to change that this channel would not be lost in response to my specifically asking. Upon recognition of the error, provider refuses to return to previous plan despite admitting they made a mistake. To summarize their position, we made a mistake, but you are out of luck. I want the plan back I had the morning of 10/20/19.

Ticket: # 3609249 - Harassment from Direct TV

Date: 10/21/2019 11:51:56 AM

City/State/Zip: Spokane, Washington 99217

Company Complaining About: Directv

Description

Harassment has been going on for months, along with threatening to ruin credit. I have spent days worth of time on the phone trying to get an end result. The last representative I spoke to promised me I would never get another bill or any other form of communication from Direct TV or ATT. I haven't had any service with them since June and just got another bill. I called in yet again and spent an hour on the phone to explain I will never give them another cent. They keep calling and emailing me.

Ticket: # 3609256 - Service/Billing

Date: 10/21/2019 11:53:17 AM

City/State/Zip: Waynesboro, Pennsylvania 17268

Company Complaining About: Comcast

Description

Comcast was the carrier in her house.

(b) (6) is the Aunt and she is 71 years old.

(b) (6)'s niece moved in with her and she had Comcast hooked up in her house.

The niece left her house on August 9th, 2019.

(b) (6) is the niece's name.

Her (b) (6) is her phone number.

(b) (6), Waynesboro, PA 17268

This is where she is living.

(b) (6) took the main cable box with her.

The billing is in (b) (6) name, not (b) (6) name.

(b) (6) called Comcast to have the service removed.

They told her it would take 60 days to shut the lines off.

She called back and they told her they had to allow 5 more days.

The niece is not living there.

The niece is living with her mother again for a month now.

She Just wants the lines turned off.

Resolution:

She wants Comcast to unhook the service from her house ASAP!

Since it is not her service.

CTR394

Ticket: # 3609272 - Interference to Call Sign WNWZ665

Date: 10/21/2019 11:55:37 AM

City/State/Zip: Avoca, Iowa 51521

Description

We are receiving interference on our transmit channel 463.25 on licensed Call Sign WNWZ665. There is a data transmission every few minutes that does not allow us to communicate. We need help identifying the source of the transmitter.

Ticket: # 3609286 - TV Reception Channels 22 and 45

Date: 10/21/2019 11:58:15 AM

City/State/Zip: Springfield, Ohio 45504

Company Complaining About: Fcc

Description

Since the rescan reception of Channels 22 and 45 has gotten considerably worse the before. Some adjustment to the channel assignments is needed.

Ticket: # 3609302 - Directv/AT&T Billing for TV service

Date: 10/21/2019 12:01:36 PM

City/State/Zip: Port Charlotte, Florida 33980

Company Complaining About: AT&T

Description

The consumer stated that she has a very small income from social security. She stated taht she is supposed to pay about \$74.53 for her Directv service. However, every single month, the amount changes. It goes up and down in price. She stated that she called to request more of her channels in Spanish and in French. No one said anything about the price changing. Therefore, she assumed that it remained the same because she was simply obtaining the Spanish/French version of the same channel.

However, she then was notified that her bill will be \$236.54 for the month! She stated that she only receives about \$900.00 per month to live on - therefore, there is no way that she can afford to pay this amount. She cancelled the package the very next day.

The consumer requested appropriate credits and requested that her bill be lowered to an affordable amount that will remain stable and not constantly go up in price.

Ticket: # 3609305 - Billing Issues**Date:** 10/21/2019 12:02:43 PM**City/State/Zip:** Mellott, Wisconsin 53511**Company Complaining About:** Charter

Description

The consumer stated that she had subscribed to Charter/Spectrum. When she first subscribed to cable, her pricing was \$134-\$135, but it went up by \$45-50 when she added WiFi to \$186-189 and she understood that due to the wifi. It then went up to \$191.33, TV was \$106, 50 for wifi and other fees \$16 plus tax, and again it went up to \$200. WiFi went up to \$70 per month. Every time it went up, Charter told her that they had to pay increases for ABC, NBC, CBS. They had told her that it wouldn't go up again. Now it was upped again to \$212. on her recent bill. She has to pay \$7.99 for each box and she has 5 boxes. She feels they are just scamming the public. Many of her neighbors have had to terminate the service due to the price increases. She wants her bill to be decreased.

CTR 390

Ticket: # 3609373 - Non-Prorated Invoice

Date: 10/21/2019 12:15:49 PM

City/State/Zip: Charlotte, North Carolina 28269

Company Complaining About: Spectrum

Description

Good afternoon.

I am writing to file a complaint against Spectrum regarding my final invoice.

On July 30, 2019, my account with Spectrum was terminated. My now-former roommate turned in the equipment to the Spectrum store in Charlotte, NC and I confirmed termination of service over the phone.

My bill cycle began on July 27, 2019. Though we only used service for four days (July 27-30), Spectrum has billed us for a full month of service. This is incorrect per the terms and conditions listed below.

At this time, though payment for four days of service was made on time, I have received a text message claiming to be a collection attempt for Spectrum for the remaining amount.

I have attached additional information, including the Spectrum Residential General Terms and Conditions of Service that I downloaded and took screenshots of on 21 August 2019. Section 20-d-I specifically states "The Subscriber agrees to pay Spectrum on a pro-rated basis for any use by the Subscriber of any Service for a part of a month"

I request assistance in resolving this issue.

Thank you,

(b) (6)

Ticket: # 3609387 - Spectrum t.. v. Cable service & billing

Date: 10/21/2019 12:18:33 PM

City/State/Zip: Hueytown, Alabama 35023

Company Complaining About: Assurance Wireless

Description

Playing for junk I did not order, paying extra for thinks I do enjoy watching, History, smitium
,AHC,Disc.,

Why do I have to pay for Spanish Chelsea. When I do not speak that lang.& a lot of other junk
My bill has increased 50. Dollars in just a few years

Ticket: # 3609392 - Dish Network

Date: 10/21/2019 12:19:05 PM

City/State/Zip: Gordon, Nebraska 69343

Company Complaining About: Dish Network

Description

Dish Network dropped Fox SPORTS channels including Big 10 network. They also dropped HBO. I specifically signed up with Dish Network because they offered this programming. I was charged an early termination fee after cancelling their service.

Ticket: # 3609402 - Channel 22 WKEF and WGRT 45 repack, Dayton OH

Date: 10/21/2019 12:21:43 PM

City/State/Zip: Beavercreek, Ohio 45434

Company Complaining About: Over The Air Broadcast

Description

We rescanned our televisions after the repack on Friday October 18, 2019. After the rescan there was no reception on channels 22 and 45. I contacted the station (they are a partner system) and left a message on their engineer voice mail. Apparently a large number of people do not have reception on these stations. Since Channel 2 is an ABC affiliate and 45 is a Fox affiliate, they should be on line. We tried again over the weekend, with no reception after scanning. We tried again this morning, with no reception. I called the station again and left a voice mail with the engineers again. This was all poorly executed on their part and the only answer on their website is, they did not have enough tower technicians and are operating at reduced power. No indication of when the issue will be corrected.

Ticket: # 3609415 - over billed/harassment

Date: 10/21/2019 12:25:46 PM

City/State/Zip: Madera, California 93637

Company Complaining About: Comcast

Description

constantly being over billed by almost \$75.00 per month also have been double billed twice for amount of 116 for a thermostat when Xfinity blew my AC unit. I have been harassed by supervisors specifically one whos ID is /ZO Warren on 10/21/2019 @ 9:20 am

Ticket: # 3609422 - Billing Dispute

Date: 10/21/2019 12:27:00 PM

City/State/Zip: Nashville, Tennessee 37217

Company Complaining About: Xo Communications

Description

Postal Mail Ticket#29113 Ready For Data Entry

Ticket: # 3609430 - Re: Request received: All The televisions I have ever owned and or purchased since 1970 up to the current time and consumer experiences since Feb 2011 to Sept. 26, 2018

Date: 10/21/2019 12:29:28 PM

City/State/Zip: Dayton, Ohio 45402

Company Complaining About: Time Warner

Description

This is a follow-up to your previous request #3598292 "All The televisions I have ..."

Thank you.

Ticket: # 3609434 - Re: Request received: All The televisions I have ever owned and or purchased since 1970 up to the current time and consumer experiences since Feb 2011 to Sept. 26, 2018

Date: 10/21/2019 12:29:50 PM

City/State/Zip: Dayton, Ohio 45402

Company Complaining About: Time Warner

Description

This is a follow-up to your previous request #3598292 "All The televisions I have ..."

Thank you, once more.

Thank you.

Ticket: # 3609469 - Re: Request received: Discontinuance Of KHQ Signal Spokane, WA

Date: 10/21/2019 12:39:51 PM

City/State/Zip: Kettle Falls, Washington 99141

Company Complaining About: AT&T

Description

This is a follow-up to your previous request #3518418 "Discontinuance Of KHQ Signa..."

This issue has still not been resolved. We are still paying DirecTv for TV channels we are not receiving. Why is it legal to pay for something and not get what you are paying for?

Thank you,

(b) (6)

Ticket: # 3609477 - Re: [FCC Complaints] Re: Refund from AT&T

Date: 10/21/2019 12:40:50 PM

City/State/Zip: Albuquerque, New Mexico 87122

Company Complaining About: AT&T

Description

This is a follow-up to your previous request #3584616 "Refund from AT&T"

I received the refund and consider the matter closed. Sent from my Verizon, Samsung Galaxy smartphone

----- Original message -----From: FCC <consumercomplaints@fcc.gov> Date: 10/21/19 6:13 AM (GMT-07:00) To: (b) (6) > Subject: [FCC Complaints] Re: Refund from AT&T

Ticket: # 3609501 - No local stations

Date: 10/21/2019 12:47:55 PM

City/State/Zip: Queen Creek, Arizona 85142

Company Complaining About: Dish Network

Description

I have Dish outdoors which is month to month. I paid for local channels. They were not available for most of September. I asked for a rebate of some or all of the \$12.00 I was charged for them. Dish will not rebate any portion of the pre-paid amount.

Ticket: # 3609521 - refund needed

Date: 10/21/2019 12:51:56 PM

City/State/Zip: Homewood, Illinois 60430

Company Complaining About: AT&T

Description

AT&T owes me \$54.95 immediately for u300 tv overcharges. AT&T made a mistake and took off my \$67 monthly u300 promotion which is valid thru 7/2020. My total AT&T uverse300, home phone , internet, and two cell is \$255 or less including taxes. In addition all of my cell phones are paid off this month. I spoke to Brian at AT&T via telephone last month and he assured me that all my promotions they 6/2020 were fixed on my account. Again AT&T owes me \$54.95 and needs to credit my account ASAP.

Ticket: # 3609548 - COMCAST BLOCKING TCM - Turner Classic Movies

Date: 10/21/2019 12:57:47 PM

City/State/Zip: Harleysville, Pennsylvania 19438

Company Complaining About: Comcast

Description

I read the papers and its underhanded and extortion to move TCM (turner classic movies) to a sports package. I DO NOT WATCH SPORTS!!!! My current lineup already has so many sports channels, I cant stand surfing anymore!!!! - i am heading to Comcast store to see if i can get rid of the sports channels. Its too bad I can't just get rid of COMCAST all together. If I could I would in a second. And i am sure SOMEONE is working on it.

Ticket: # 3609558 - Channel 22 and 45

Date: 10/21/2019 12:59:34 PM

City/State/Zip: Versailles, Ohio 45380

Company Complaining About: Channel 22 And 45

Description

I done the rescan Friday the 18th and now I can't get channel 22 or 45. What do I do to fix this? I have tried to call in and was on hold forever haven't been able to talk to anyone ! Please advise

Ticket: # 3609588 - I am not receive full servise for I pay, miising chanals

Date: 10/21/2019 1:07:05 PM

City/State/Zip: Brooklyn, New York 11229

Company Complaining About: Optimum

Description

From October 16, 2019 I stop receive same channels that i pay for, i call to Optimum company 2 times: firs its was October 17, 2019 and spoke with person Harry, he promise to me that after 2 pm problem has to be fixed, but nothing was fixed second time I call in October 18, 2019, and spoke with representative, but he cannot do anything and don't want connect me to person that can help to me. Haw I can fixed my problem. The same problems i has in July of this years. After I make complain to FCC they fixed this problem. After Optimum company make upgrade their software its was missing 3 chanals (1183, 1184, 1189)from package that I pay. Can you help me fixed problem with Optimum company.

Ticket: # 3609594 - Service Issues

Date: 10/21/2019 1:08:05 PM

City/State/Zip: Houston, Texas 77042

Company Complaining About: AT&T

Description

I have been having issues with this account since the services were requested back in April 2019.

1. I called about 5 different times to get services connected. Calls were dropped, however, no one ever called me back.
2. Finally spoke to a supervisor where I thought finally everything was resolved.
 - a. Offered and accepted a total of \$150 in gift cards. \$50 for the inconvenience and \$100 for the new DirecTV services.
 - b. As of today's, date 10/21/2019, have yet to receive.
3. Called to check on the status of the gift cards and an agent stated I no longer qualified for the cards. Asked for a supervisor where they requested again. Again, I have yet to receive.
 - a. Received an automated email confirmation on 7/17/2019 that my cards were in the mail (screenshots attached for reference.)
4. I sent an email to cc4324@att.com asking to determine what happened. I never received a response (email attached as reference.)
5. On 4/24/2019 my internet services were disconnected. I called customer service to determine why and the agent stated they were not disconnected. (Screenshot attached as reference.)
6. I called 3-4 months ago to have my internet bill connected to my cable bill. It has yet to be completed. I received an email notification that my internet was about to get disconnected if I didn't pay that day. By this time, I was under the impression the conversion to one account was already established. I am requesting all fees associated with this error to be removed and dunning corrected. The bills need to be merged into one.
7. I have a list of times that I have called to get everything resolved, however, I no longer trust customer service rectifying any matters that I have with this account.
8. Please call me at (b) (6) to resolve or email me at (b) (6) to ensure billing is combined and determine where my gift cards are.

Ticket: # 3609599 - Ameren Illinois Power Line Noise

Date: 10/21/2019 1:09:37 PM

City/State/Zip: Morton, Illinois 61550

Description

I emailed a complaint on Friday, 10/18/19, concerning the power line noise I'm experiencing. This is a new incident, they replace a bad HV insulator several weeks ago but now there must be another defective insulator or lightning arrestor. I spoke with an Ameren Service representative on Sat., 10/19/19 and was told Ameren Illinois would send someone out but they never did. The noise pulses are 20 db over S9 on my Icom 7600 transceiver. I also included a video clip file with my complaint. Every time I call them and complain I'm always told "someone will contact me within 48 hours" but they never do. Please contact them and force them to fix their problem. Right now I cannot make any radio contacts whatsoever. I have attached a picture of my radio showing the severity of the noise.

Regards, (b) (6) W9BDN

Ticket: # 3609605 - No antenna signal after 10/18/19 for Fox 59 and 29 - all 4

Date: 10/21/2019 1:10:23 PM

City/State/Zip: Lafayette, Indiana 47909

Company Complaining About: Antenna

Description

I was able to receive Fox 59 on 10/17/19. After 10/18/19 I was not. I programmed all 3 of my TVs on 10/19 and again on 10/20/19 but Fox 59 does not have signal to my Lafayette home.

Ticket: # 3609609 - Reciver charges

Date: 10/21/2019 1:10:47 PM

City/State/Zip: Clayton, California 94517

Company Complaining About: Directv

Description

I canceled my Direct TV in July 2019 and received a box two return my two receivers. Packed them in supplied box and sent them back on 8-19-2019. I also canceled my auto pay in July. Then I received a charge on my Visa statement 9-25-2019 for \$48.71. Called to ask why the charge, they said they did not receive one of the receivers. After I explained they were sent in the same box and 3 hours on the phone they said it was a mistake and would credit my account. AS of this date I have not been credited for the \$48.71. Sure hope you can help.

Sincerely (b) (6)

Ticket: # 3609657 - Service/Billing

Date: 10/21/2019 1:21:26 PM

City/State/Zip: Philadelphia, Pennsylvania 19124

Company Complaining About: Comcast

Description

Comcast is her carrier.

She has a bundled service of TV & Internet.

She paid them each month from Bank of America

112708823 FTC complaint number.

\$230.00 a month is her scheduled amount.

They told her that she owes \$300.00 some dollars for last month.

They told her that she owes \$700.00 because she is always late.

They shut off her service.

They want her to pay 400.00 to restore her service.

They shut her off on Friday the 18th.

She returned the 3 boxes on Saturday the 19, 2019

She will return the internet box on Saturday 26, 2019.

She is on a fixed income and she can not afford to pay for this.

Resolution:

She wants to know why the bill is \$700.00.

When she pays every month when she gets her SS check.

She was away because there was a death in the family.

She didn't get her bill paid right away and they shut her service off.

When she called them they told her that she needs to pay \$700.00.

CTR394-phone

Ticket: # 3609710 - Verizon

Date: 10/21/2019 1:33:05 PM

City/State/Zip: Staten Island, New York 10314-4500

Company Complaining About: Verizon

Description

2nd time. Verizon employee who was assigned my case refuses to answer my phone calls or emails.

My issue has not been resolved. I still have no streaming service

Employee is James Zicarelli

Phone number 716-398-5700

Case # I was assigned by Verizon is (b) (6)

Ticket: # 3609716 - CB radio antenna interference

Date: 10/21/2019 1:34:16 PM

City/State/Zip: Staten Island, New York 10312

Description

Neighbor's CB conversations interference with home alarm. Conversations coming through home alarm speaker during the day and evening. Two antennas in neighbor's back yard as tall as home.

Ticket: # 3609787 - optimum

Date: 10/21/2019 1:48:31 PM

City/State/Zip: Middle Island, New York 11953

Company Complaining About: Optimum

Description

My account number is (b) (6)

OPTimum has a monopoly in the town of brookhaven, NY I moved in and had to get their service. I had no choice. I ordered service on 9.23 for installation on 9.26 It been a nightmare since. They refused to put it in cause 2 installers stated it was too much work. I spent hours on the phone. Meanwhile they took my money for service that I didnt have., Finally they sent someone and installed it. Installation was advised on 9/23 as free, they charged for it. I called multiple times to resolve and was always given the same answer. some one will call you back. It been over 2 weeks and no call back. Today, they claim they called and left me a message but the number wasnt even mine or associated with me

Ticket: # 3609808 - Over the air television

Date: 10/21/2019 1:53:43 PM

City/State/Zip: Madison, Wisconsin 53704

Company Complaining About: Assurance Wireless

Description

I have a tv antenna on my house. I enjoy pulling in all different station from area cities. With this new digital reassignment to stations some station overlap now and I cant receive some. Thanks alot for not leaving well enough alone. if it's working leave it alone

Ticket: # 3609810 - Cable service

Date: 10/21/2019 1:54:03 PM

City/State/Zip: Matthews, North Carolina 28105

Company Complaining About: Spectrum

Description

My cable service is grossly overpriced, with terrible customer service. Spectrum advertising great rates but they rip you off. \$210 is way overpriced for cable/internet and a phone which I gave disconnected bc of the constant harassment and scam calls.

Ticket: # 3609829 - Yo cáñsele servicio de spectrum y me lleo otro cobro

Date: 10/21/2019 2:00:16 PM

City/State/Zip: San Antonio, Texas 78213

Company Complaining About: Spectrum

Description

Yo llame para cancelar mi servicio de spectrum en agosto 19 ,2019 y la señorita me dijo solo tiene que pagar \$104 si cancela hoy 19 agosto y ya bo tendra mas coboros futuros y la grave la conversación con autorización de la señorita, en el mes de septiembre me lleo el cobro de los 104 que ella me dijo mas otros en un total aproximado de \$217 y hable con spectrum y dijo que. Tengo que pagar por el servicio del mes de septiembre aun que yo ya lo tenia canselado y que la señorita se habia tenido un erro por eso dijo que solo devia pagar \$104 mi numero de cuenta es 8260 14146 5819522 coeigo de seguridad 2797 domicilio 11229 belair dr #2 San Antonio tx 78213 a nombre de lizet ochoa porfavor solicito ayuda por que ellos quieren que pague mas de 200 y lo justo solo es 104 ellos bo aceptaron el pago de 104 mi cuenta ya fue en viada a coleccion pido por favor que me manden un bill justo por lo menos ue la señorita me dijo al momento de cancelar y remuevan de cuenta de collection para que ni afecte mi credit records envio las gravaciones de audio para que sean estudiadas gracias mi numero de telefono en (b) (6) gracias

Ticket: # 3609844 - Loud Commercials

Date: 10/21/2019 2:04:51 PM

City/State/Zip: Nashville, Tennessee 37211

Description

This is a complaint about Hulu's TV streaming service. The commercials are significantly louder than their programming, which I believe violates the CALM act. Hulu needs to implement volume normalization.

Ticket: # 3609851 - Internet & TV service

Date: 10/21/2019 2:06:38 PM

City/State/Zip: Austin, Texas 78723

Company Complaining About: Spectrum

Description

Spectrum has increased charges from \$123 no now to over \$189/mo. since I filed my initial FCC complaint. I have tried without any result to get cost reduced. Also I called today, just to get a customer representative on the line & received a vm that "due to heavy call load the wait would be over 45 minutes". This is RIDICULOUS for a company that is so money hungry not to employ sufficient customer calls!

Ticket: # 3609874 - Over air programming

Date: 10/21/2019 2:12:23 PM

City/State/Zip: Spokeane, Washington 99207

Company Complaining About: Other (broadcast Over The Air)

Description

she states that the programming is very depressing

she also states that she thinks it should be changed

I advise that she should file a complaint

Ticket: # 3609896 - Illegally Operating Radio FM&Ham

Date: 10/21/2019 2:17:04 PM

City/State/Zip: Manitou Springs, Colorado 80829

Description

Consumer said she has a neighbor that sat up a radio station and is a Ham Radio Operator.

Consumer and the neighbors believe he is operating illegally.

Consumer said his call letters are KFUY 107.7 FM

Consumer said his name and address is (b) (6) ., Manitou Springs, CO 80829

Consumer would like this investigated, to see if he is licensed and operating legally.

CTR402

Ticket: # 3609897 - Dish Satellite TV Contract Dispute**Date:** 10/21/2019 2:17:11 PM**City/State/Zip:** Aurora, Illinois 60503**Company Complaining About:** Dish Network

Description

Contract we obtained thru our online account states cancellation fee is \$240 \$10 per month of remaining contract. Dish account specialist states it is \$480 \$20 per month of remaining contract. Said there is a separate contract for equipment. Asked for copy of equipment contract stating that and was told they don't have access to it. One rep said she would email it to me and never did the other rep said she would have to submit a request for a copy to be emailed to me which takes about 20 days. Seems odd they have 2 separate contracts, 1 for service and 1 for equipment but only make the service contract able to be viewed online. Looking to cancel our account.

Ticket: # 3609900 - Arbitrarily removing channels and charge more money while under current agreement.

Date: 10/21/2019 2:17:16 PM

City/State/Zip: Katy, Texas 77493

Company Complaining About: Comcast

Description

I am in a current 2 year agreement and my provider, Xfinity / Comcast, has altered said agreement without my consent. In order to restore the 1 channel that I have noticed is missing I have to purchase a sports package of some sort.

Ticket: # 3609977 - CB radio

Date: 10/21/2019 2:32:23 PM

City/State/Zip: Warren, Michigan 48091

Description

1024 E Mahan Ave. Hazel Park, MI

Someone is using a 1500 watt CB radio and interfering with everything.

He was fined by FCC on august 29th 20014

His name is Robert Wardrop

Ticket: # 3609984 - Comcast

Date: 10/21/2019 2:33:16 PM

City/State/Zip: Vancouver, Washington 98661

Company Complaining About: Comcast

Description

Comcast billing. Comcast has continued to add services to accounts of consumers doubled their bill for data rates and usage. Without prior consent of consumer, or notification that services were being added to account. Resulting in increase in payment amounts to Comcast to

Continue services on account that has contracted services. Only those services should be validated, not extra charges in excess of 50percent increase in bill amount which to continue services on account under contract must be paid in full. This is a crime! Doubled amount of services without notice or revisions to contract. Adding extra charges and then making sure that consumer is forced to pay them or default contract is not how contract law works! Comcast is still employing illegal billing practices and forcing consumers to pay. This needs to be addressed as they are in violation of their contract with fcc

Ticket: # 3610026 - october 10 2019 rescan

Date: 10/21/2019 2:39:35 PM

City/State/Zip: Huber Heights, Ohio 45424

Company Complaining About: Ohio

Description

(b) (6) ...have been recaning since october 10 2019 and and the channels received went from 43 to 33 to 30 to 29 and now 27...channels received before are less now. I have changed position and height of antenna more times then I would like to admit. Then antenna is a RCA amplified antenna but it doesn't seem to matter

Ticket: # 3610029 - Unauthorized Account

Date: 10/21/2019 2:39:50 PM

City/State/Zip: Indian Trail, North Carolina 28079

Company Complaining About: Spectrum

Description

My identity was stolen. Someone opened an account with Spectrum and did not pay the bill. I have a collection on credit report saying that I owe \$405. Please correct ASAP.

Ticket: # 3610078 - someone talking on a radio in my area is coming through our television speakers

Date: 10/21/2019 2:47:50 PM

City/State/Zip: Bay City, Michigan 48706

Description

for over a year we have been listening to someone talk through a radio and there is nothing we can do about it, it comes through computer headphones and tv speakers. ive looked around online and asked people if they knew anyway to stop it but someone recently sent me a link to this site. just looking for a fix to this issue

Ticket: # 3610098 - MIS APPLIED PAYMENT/THEFT

Date: 10/21/2019 2:50:22 PM

City/State/Zip: Babylon, New York 11702

Company Complaining About: Optimum

Description

Hello,

I am writing to seek help for a situation that has occurred with Optimum (I believe it now may be Altice). I am dealing with a personal matter & I am in NJ, I live in NY. While checking my account late on 10/15/2019 I saw a few charges coming through & did not know what they were for, it turned out, it was Optimum taking money out of my account for a bill that was already paid, in addition, they were taking another \$396 on top of the first unauthorized charge, in total, they took out a little over \$604, this could not have happened at a worse time. I immediately STARTED to contact them 8:00 the next day. I cannot describe how many times I have called, been disconnected & wasted so many hours to finally get a supervisor. In short, I was finally told the money would be back in my account by today, it was NOT, I bounced my electric payment & incurred an additional \$32 charge, WHY do I have to deal with such unacceptable business practice. I asked them to reimburse the \$32, in actuality, between my hardship & the time I have had to take dealing with this, I SHOULD be compensated, but they will not even pay the bounced check fees, they want to give me a credit on my bill. I do not even know if I want to stay a customer after this terrible experience, they do not appreciate their customers. I do not know what will be the outcome, but I do hope that others will not have to deal with this, I can barely afford it, just think of others who may be in a worse situation, I hope that companies will have no choice but to compensate when they make such mistakes. I did not want to have to go to this extreme, but I felt they were just ignoring me & taking advantage, they are a huge company, sadly, I wanted to support them, they are a local American company, but this has been borderline traumatic, yes, I am dealing with a personal hardship, but NO ONE should have to deal with a company taking money from their account in error-EVER. Thank you

Ticket: # 3610125 - Comcast/Xfinity Sports Pkg.

Date: 10/21/2019 2:58:38 PM

City/State/Zip: Columbiana, Ohio 44408

Company Complaining About: Comcast

Description

As of Oct. 10, 2019, with no warning, Comcast/Infinity television no longer carries Turner Classic Movies. They have inexplicably chosen to transfer it to a Sports Package. Without a choice, if I want to watch TCM, which has been no extra charge in all the years we have had Comcast/Xfinity service, I must pay an additional \$12.95. This is unacceptable, and illogical. It is suspiciously looking like a ploy for another way to overcharge customers. There is no link between sports and classic movies that would make such a move reasonable. Also, we received no reduction on our billing.

I have talked to Xfinity and been repeatedly told the same statement: TCM is not part of the Sports Package. If you want it you must subscribe.

Ticket: # 3610144 - Unfulfilled agreement by Time Warner Cable/Spectrum /Charter & Waterview Nursing Care Center

Date: 10/21/2019 3:02:10 PM

City/State/Zip: Flushing, New York 11354

Company Complaining About: Spectrum

Description

Contract was signed between our nursing care center and cable co. on 08/16/19 with start date 11/01/19 with 60 channels plus bonus box with extra 150 channels plus fiber optic (Spectrum TVtm prime) for our patient/dining rooms. We've been billed since 11/01/19, but have no new service till 06/2019, no fiber optic, no bonus box and only 52 channels. After start date we've been told that they don't provide fiber optic/nor all the channels in the area. The cable co. knew their limitations of their service, yet they led us signed a contract that will not fulfill the agreement. The latest bills \$8,425.61 shows no credits for non provided service. Meanwhile we had another account with Spectrum which was active and could not be turned off until they provide a certificate of completion, therefore we were double billed. We received a turn off notice for non payment but we have had a serious of e-mail exchange with cable co. requesting to comply with the agreement. We would like to be offered A better cable package, to have fiber optic, and to get credit for non provided services. And the service should not be turned off. We need to know how much the bill will be after credits so we can pay timely for the service. We'll send the agreement upon request due to a clause on the contract. E-mails can also be sent to you if request. Thanks for your response for the service and billing issues.

Ticket: # 3610147 - Spectrum

Date: 10/21/2019 3:02:51 PM

City/State/Zip: Rockport, Indiana 47635

Company Complaining About: Spectrum

Description

Consumer went to switch to spectrum

She got a good deal for a no contract -cell phone, internet and TV bundle for \$88 a month

They then said that the cell phone bill would be \$52 and the internet and TV would be \$118 a month

Thats twice the amount they told her

She said that she didnt want the equipment

She has to wait for a tech to come and pick it up

She said it was left on her front porch and she said that is where she would

Consumer wants this resolved by just getting customer service for consumers , the consumer wants a credit for the 5 hours she spent on the phone when she should have been sleeping she drives a Semi and wasted her sleep time

Ticket: # 3610172 - Technical service

Date: 10/21/2019 3:08:11 PM

City/State/Zip: Rocky Mount, North Carolina 27803

Company Complaining About: Sudden Link

Description

Called to let them know I was having problems with both TV and Internet and was put on hold for next available representative after 5 minutes was ask if I wanted to hold or give them a call back number in which I did after two hours a robo call said no available representative was available if I want they can have some one call me back up top week from today or just hang up . Like really a week from today I hung up . Suddenlink is nothing but problems . So I guess I can't watch TV that I am paying for for over week .

Ticket: # 3610185 - Dish has taken away 2 main channels

Date: 10/21/2019 3:13:31 PM

City/State/Zip: Chesterfield, Indiana 46017

Company Complaining About: Dish Network

Description

Approximately 4 weeks ago DISH took off the air 2 main channels in my area. Channel 8 and 23. These are where most of my programs are. They continue to charge the same price. This should be illegal. Thank you

Ticket: # 3610194 - TV/Internet Price Increases

Date: 10/21/2019 3:15:48 PM

City/State/Zip: New York, New York 10128

Company Complaining About: Spectrum

Description

My Spectrum TV bill increased \$7.99 and my Spectrum Internet bill increased \$10.00. I phoned Spectrum but they did not have an acceptable reason for the increases.

Ticket: # 3610252 - Loss of all ABC channels after 10/18/2019 changes

Date: 10/21/2019 3:30:07 PM

City/State/Zip: Bellefontaine, Ohio 43311

Company Complaining About: Over The Air

Description

Have lost channels 22 from Dayton, Ohio and 35 from Lima, Ohio eliminating ABC network. Both stations have been strong UHF signals here for years. There is no "low number strong channel" carrier for this area as Columbus channel 6 is blocked by a ridge (highest elevation in Ohio). I beg your Engineers to get this problem corrected.

Ticket: # 3610324 - Comcast TV false advertising, billing and not providing adequate service and age discrimination.

Date: 10/21/2019 3:40:44 PM

City/State/Zip: Ellenwood, Georgia 30294

Company Complaining About: Comcast

Description

Earlier this year I expanded my services with Comcast TV to increase to 240 programmed stations. I found that 4 of the stations that were to be in the package were dropped. In October TCM channel was also dropped from my package. I didn't get any notice of this change. Comcast is still advertising this channel as part of the package. I've been that I would have to add a \$10 sports package to get the channel. Stations are dropped and none added without any billing adjustments in consideration of these changes. However, the Company is still advertising TCM in this package. TCM is geared toward senior citizens and the decision to move it to a sports package was made to force seniors to buy something that they don't want. Comcast is engaged in the practices of false advertising, scam billing and not providing adequate service and age discrimination.

Ticket: # 3610367 - comcast fraud

Date: 10/21/2019 3:48:16 PM

City/State/Zip: White Lake, Michigan 48386

Company Complaining About: Comcast

Description

why does the FCC allow comcast to commit fraud ? comcast is charging me \$14.75 a month for the \$1.50 broadcast fee & \$1.00 regional sports fee, which adds up to \$2.50 per month,, charging me \$12.25 more then these 2 fee's,,, THIS IS CALLED FRAUD !! IF I DID THIS TO ANY ONE I WOULD BE IN JAIL,, I DEMAND A REFUND CHECK FOR THE \$480.00 THAT CUMCAST HAS STOLEN FROM ME OVER THE LAST 4 YEARS IMMEDIATELY !!!!!!! I TRIED FILING COMPLAINT WITH COMCAST AND RECEIVED THE RUN AROUND AND THEY REFUSED TO LET ME MAKE A COMPLAINT, OBVIOUSLY THEY ARE ABOVE THE LAW LIKE OUR P.O.S. PRESIDENT !!!! FIRE ASHIT PAI AND DO YOUR JOB OF PROTECTING CONSUMERS !!!

Ticket: # 3610386 - fraud billing

Date: 10/21/2019 3:51:43 PM

City/State/Zip: Alvin, Texas 77511

Company Complaining About: AT&T

Description

The consumer is having issues with AT&T.

- The consumer said they have spent hours calling them to address the issue, however, they are no help.
- The consumer said they overcharged them \$500.
- The consumer returned equipment and went to Comcast.
- The consumer has been with Comcast since April.
- The consumer said that AT&T continued billing them even though they canceled services.
- A customer service rep told her the reason they were still billing them because they never turned off their service.
- The consumer said they have a credit agency calling them because she has not paid for a bill that she knows they are not responsible for.
- RL214X is the ID from Roy an ATT rep who told her he was going to indefinite cancel all services.
- The consumer said that att also added fraudulent charges. They told the consumer that the time her husband was in the hospital, att told the consumer that her husband was renting movies and using data.
- The consumer had a bundle with them.
- The consumer wants their account to be permanently closed, resolved, and stop creditors from calling them for a bill that she has when she has not had their service.
- The consumer also wants to be compensated for the fraudulent billing.

ctr-382

Ticket: # 3610391 - Radio Inference

Date: 10/21/2019 3:53:11 PM

City/State/Zip: Cleveland Heights, Ohio 44118

Description

- Consumer having issues with RFI Radio frequency interference of the AM radio station.
- Consumer stating that it not going on within his residents.
- The issue has started with the last couple of weeks.
- Consumer stated that it is happening right now and sounded like some type of saw or electronic devices.
- Consumer does not know where the interference is coming from and interference is mostly in the evenings.
- ***CTR395—phone***

Ticket: # 3610429 - Virtual Statutory Rape scenes Nacy Drew The CW network

Date: 10/21/2019 4:04:26 PM

City/State/Zip: Silicon Valley, Alabama 01123

Description

According to web material, the Character is aged 18. The pilot show, she states her age to be 17. Under American Law, this constitutes Statutory RAPE, and this show needs to be banned, before teenage girls, whom follow the Nancy Drew story consider having sex with an 20year old male, is acceptable.

How the presentation or reboot of a classic Teen Girls story has Rape based Sex scenes, 3 in 2 episodes, is just disgusting.

(b) (6)

Ticket: # 3610513 - LOST CHANNELS

Date: 10/21/2019 4:22:03 PM

City/State/Zip: West Chester, Ohio 45069

Company Complaining About: None

Description

Repacking complaint

consumer inform the FCC that he used to received 62 Channels NOW he's only receiving 21 channels

Consumer is not able to view his christian stations.

(b) (6) is 83 and enjoy watching TV

Consumer was inform that the BROADCAST stations is waiting for the FCC to make a decision.

This is the reason is not receiving the other channels.

Ticket: # 3610547 - Century Link/Directv

Date: 10/21/2019 4:26:04 PM

City/State/Zip: Phoenix, Arizona 85054

Company Complaining About: Centurylink

Description

I have been a Century Link customer for 11 years since buying a condo in Arizona, with landline and internet and TV services. After so much poor service and frustration, I have finally discontinued their service as of Nov.9, 2019 and changing to Cox. I am seeking a customer service adjustment on my bill to offset the large termination fee that Directv will be charging on my Century Link bill.

Century Link organized the changeover to Directv when they cancelled their Prism TV, which I had and liked. Century Link also bills for Directv and repairs the equipment for Directv in my apartment building.

I am a senior winter visitor to Arizona. I have been paying Century Link fees each month while I am away to keep the equipment in Arizona ready for use when I return. This past year it was \$33 each month.

Supposedly Directv was turned back on Oct. 7, 2019. I called Oct. 10 to Century Link and was told the TV service was up and running. I arrived in Arizona Oct. 12, 2019 and it was not working. See the error message attached. That's what I saw on my TV until Oct. 15, when Century Link fixed their equipment. I was never happy with the Directv service since it was installed last year as it, without exaggeration, would go off about every other day and reset itself taking 10 to 15 minutes each time and stopping anything I was watching or recording.

A serious complaint I have with Century Link is their automated recording system before you can get through to the correct department. I spent many hours on the phone between Oct. 12 and 15 attempting to get my service restored. When I input my phone number to the automated service and ask for TV repair, it sends me to Directv who says they don't repair it at this building and sends me back to the Century Link automated system and I started all over again. I went around in circles like that for ages.

Also the Century Link automated system, at some points during my many calls, said my account was in arrears and I had to make a payment now before it would connect me to any department. This is incorrect. I had set up my account on auto pay and it was fine. So I tried to talk to someone in billing, Joyce, who told me it was paid up but not active, so I had to talk to customer service. She transferred my call and I waited 25 minutes and no one answered. I had had an email from Century Link prior to this that my services were all restored. Phone and internet had been restored, not Directv.

I was able to get through to Century Link repair on Oct.12 and made an appointment for repair but had to wait four days until Oct. 15. I did not receive an email or order number for that repair in advance, so I kept calling to determine if they were really coming on that day.

In past years, I have had similar problems with internet not being available when I return, and having to wait several days for repair after tortuous hours going through Century Link's automated system. In

fact, upon calling to cancel my Century Link services, I waited 20 minutes before speaking with Nathan in customer service.

My patience has run out with Century Link and their offering of Directv, who tells me I will have to pay \$360 termination costs. I would like Century Link/Directv to make me a customer service adjustment on my Century Link bill to offset this cost.

I cancelled Century Link/Directv Oct.18, 2019 and they will continue billing me until Nov. 9, 2019 so I am paying for services I am not using, adding to the penalty they are imposing for removing their poor services.

I feel I have done everything required of a customer by paying by auto pay, paying for the services to be on suspension while I am away so they are ready when I come back, calling ahead to make sure everything is working, etc. From a customer service perspective, this has been a very disappointing experience and reflects badly on Century Link.

I have advised both Direct and Century Link representatives that I will making a complaint.

Ticket: # 3610614 - HULU + Llive tv commercials too loud

Date: 10/21/2019 4:41:51 PM

City/State/Zip: Lodi, California 95242

Description

Hi,

Just signed up for hulu + live TV . The commercials are easily twice if not 3 times louder than the actual streaming tv. It's awful!!!

Ticket: # 3610631 - violation of contract

Date: 10/21/2019 4:47:19 PM

City/State/Zip: Beaver, Pennsylvania 15009

Company Complaining About: Comcast

Description

COMCAST arbitrarily moved Turner Classic Movies from my existing contract subscription package with little notice or warning. In order to continue viewing TCM, I must upgrade to an additional, more expensive package. The terms of my contract have been violated. This abuse of corporate power demonstrates disdain for their customer base. I could not allow this decision to go unrecognized by the FCC. Thank you.

Ticket: # 3610662 - TV service

Date: 10/21/2019 4:55:38 PM

City/State/Zip: Matthews, North Carolina 28105

Company Complaining About: Spectrum

Description

My Tv sound is erratic and the picture is clear then blurry and the screen pixelates.

A technician with a knowledge of repair, needs to repair the out side lines and connections.

Ticket: # 3610688 - AT&T Availability

Date: 10/21/2019 5:02:14 PM

City/State/Zip: Antioch, California 94509

Company Complaining About: AT&T

Description

- Consumer stating that AT&T has turned off her services about a week and half ago.
- Consumer had U-Verse 200 - consumer was on a payment plan and AT&T started giving the consumer a hard time.
- AT&T sent the consumer to the global fraud dept and that AT&T would not never reconnect consumer services over a misunderstanding.
- Consumer is a senior citizen.
- Consumer would like this resolved by having AT&T hook back up her services, so she is able to watch TV.

CTR395—phone

Ticket: # 3610694 - Spectrum Cable TV billing Complaint

Date: 10/21/2019 5:03:57 PM

City/State/Zip: Columbia, South Carolina 29229

Company Complaining About: Spectrum

Description

*Consumer Spectrum has cable service and her bills has increase.

*\$ 97.37 August 2019 billing statement.

*\$ 103.09 September 2019 billing stat

*\$ 114.52 October 2019 billing statement.

* consumer is 92 years old. Consumer have a increase of \$ 17.00 dollars.

Consumer requesting for Spectrum to lower her bill back to \$ 97.37.

*Consumer live on fixed income and can not afford a high bill.

Ticket: # 3610753 - Altice taking over Suddenlink and fraudulently overcharging customers

Date: 10/21/2019 5:21:16 PM

City/State/Zip: Georgetown, Texas 78633

Company Complaining About: Suddenlink Altice

Description

After taking over Suddenlink and promising a decrease in cost for customers, Altice has done the reverse. Our last three bills should have been \$130 + taxes but came in at \$200 or more. The local Suddenlink office found that Altice had changed what we asked for, therefore charging us more \$. Three times we have rectified the problem, and 3 times we have returned for refunds. Residents of Georgetown, TX, are "cutting the cable". We prefer to bring the Federal Communications Commission into the light to deal with Altice's fraud. Many in Georgetown are seniors and could easily be duped by Altice maneuvers.

Ticket: # 3610809 - Radio interference

Date: 10/21/2019 5:40:32 PM

City/State/Zip: Richmond, California 94803

Description

We have lived in this area for 7 years and have never had problems with our satellite radio service (Sirius XM) in our car before. We have noticed that in the last few months that when we drive in El Sobrante between approximately the intersection of Sobrante Ave and Appian Way and the El Sobrante Post Office (traveling west) that our service drops out completely. I believe someone may have operating a radio station off frequency or over-powered. Can you please check this out.

Regards,

(b) (6)

Ticket: # 3610825 - Cable line not buried

Date: 10/21/2019 5:49:52 PM

City/State/Zip: Acworth, Georgia 30101

Company Complaining About: Comcast

Description

A cable line was dropped on both sides of the street by an Xfinity work truck during the week of June 23. I have waited 6 months and placed 18 phone calls to Comcast in an effort to get this line buried. My yard has been marked 3 times without anyone from Comcast to complete the work. The line remains above ground and poses a safety threat to school children who ride their bike on the side of the road. I have seen school age children playing with the line and tripping over it. Comcast has failed to deliver on any completion date that was promised on the 18 phone inquiries.

Ticket: # 3610855 - 94.5 FM crossover in Matagorda County TX

Date: 10/21/2019 5:58:32 PM

City/State/Zip: Bay City, Texas 77414

Description

Hi

It appears we are getting crossover from the FM stations in Houston and Corpus Christi that both use 94.5.

Not sure there's much can be done if they are both broadcasting at correct MW.

Thanks,

(b) (6)

Ticket: # 3610872 - TV rescanning

Date: 10/21/2019 6:04:37 PM

City/State/Zip: New Madison, Ohio 45346

Company Complaining About: AT&T

Description

on 10-18-19 we were told to rescan our TV's to get whio. I did, now I cannot get Fox & NBC (channel 22). I have rescanned numerous times to no avail. I AM UPSET to say the least. HELP

Ticket: # 3610892 - Tv/Internet thru Suddenlink

Date: 10/21/2019 6:12:49 PM

City/State/Zip: Bullhead City, Arizona 86442

Company Complaining About: Sudden Link

Description

My bill was just raised again by \$21.00. Tried to reach Customer Care to help lower bill but cannot get phone number or any help. Help would be appreciated.

Ticket: # 3610893 - Comcast rep. was unprofessional

Date: 10/21/2019 6:13:09 PM

City/State/Zip: Chicago, Illinois 60653

Company Complaining About: Comcast

Description

On 10/18/2019 I talked with a Xfinity REP. who's name is Toni, and she was rude and unprofessional. I asked why my bill was increased from the previous month, and She wouldn't give me a direct reason why; alone with, treating me like I was an idiot.

I have Tv, internet, and cellular service with xfinity, and I can't keep my cel. Phone unless I stay with their internet. When I asked her about getting the least expensive internet package she told me it \$80 monthly. I was completely done talking with Toni after that and I would like to be connected with another representative.

1) Xfinity should had informed me personally that my package expired.

2) I was deceived by them when I signed up with Xfinity mobile. I can't stop my service and keep my mobile account (\$80 monthly).

(b) (6)

10/21/2019

Ticket: # 3610930 - Comcast Collection Complaint**Date:** 10/21/2019 6:33:08 PM**City/State/Zip:** Rohnert Park, California 94928**Company Complaining About:** Comcast

Description

I had a past due Comcast bill from when I shut off service and did not realize it was not paid. It ended up being sent to collections. I contacted Comcast when I realized this and was told that if I paid Comcast directly that they would remove my account from collections. I have this in writing. I went in and paid the account off the same day and was told in the office that they would remove the account from the collection agency and that it would be removed from my credit report. I've since disputed the collection account since it was not removed and the collection agency is now showing that I paid them which is not the case. I would like Comcast to remove this account from the collection agency as promised.

Ticket: # 3610934 - Local tv channels

Date: 10/21/2019 6:35:31 PM

City/State/Zip: Petersburg, Tennessee 37334

Company Complaining About: Dish And Direct/att

Description

Very simple. Live in State of Tennessee want to get Tennessee Tv channels as local channels NOT Huntsville ALABAMA. Do not live in Al Do not car about local news in Alabama! Can not get channels with antenna thanks to Obama. Can not get local channels thanks to FCC! According to Dish and Direct.

Ticket: # 3610987 - Misled information

Date: 10/21/2019 6:59:21 PM

City/State/Zip: Newnan, Georgia 30263

Company Complaining About: Spectrum

Description

I was quoted my first bill to be 94.96 and my bills afterwards were to supposed to be 84.87 but my first months bill is now 120.81 after they added an adjustment. They said they couldn't do any more than that but I was quoted a set price and they havent met it nor will they, according to the supervisor.

Ticket: # 3611000 - TERRIBLE CABLE AND CELL PHONE SERVICE

Date: 10/21/2019 7:10:42 PM

City/State/Zip: Houston, Texas 77070

Company Complaining About: Comcast

Description

Services terrible in the span of two months cable calls for issues about 20 plus calls to technical support and about three cable box exchanges and two remote control changes in two months . Cell phones choppy and not working properly not good internet access on cell phone.

Ticket: # 3611048 - Tv Rescan

Date: 10/21/2019 7:25:55 PM

City/State/Zip: Lebanon, Indiana 46052

Company Complaining About: Fox59

Description

Ever since I did the TV Rescan, as advertised by Fox59 news, I have now lost Fox59 and CBS4. I have moved my antenna over a dozen times and rescanned each time I moved it and still no success. Went from having these channels to now not having them when we were told rescanning would not take anything away.

Ticket: # 3611075 - New antenna update is terrible

Date: 10/21/2019 7:36:44 PM

City/State/Zip: Waukesha, Wisconsin 53149

Company Complaining About: The Company Who Controls That Antenna Update

Description

Before I did the re scan, I have over 50 channels with antenna. Which included 49, 18, 24. Which are my most watched channels. now I have 21 channels. And they are ONLY news channels. 4 6 58 and 12. It didnt seems to do anything other than lose the channels I actually watch. Completely useless update. And I was excited for better service.

I'd rather have analog back. If you can help me in anyway please let me know. Thank you for your time.

Ticket: # 3611080 - Louder volume during commercials

Date: 10/21/2019 7:38:32 PM

City/State/Zip: Dierks, Arkansas 71833

Company Complaining About: Dish Network

Description

Audio volume increases during commercials.

Ticket: # 3611149 - Failing to provide a ADA standard.

Date: 10/21/2019 8:03:50 PM

City/State/Zip: Lakeport, California 95453

Company Complaining About: Directv

Description

it took me 3 hours and 41 minutes to quit directv and as I told them I could not hear my conformation number and they would not state it clearly, I asked for a reasonable accommodation of a email copy of the number to read. Instead I was mocked and told to follow her instructions for a hearing test she was making up at the moment and yelling hello hello at me. She did not comply with my request and stated they cannot do this. All I asked for repeatedly was the conformation number in a written format.

Ticket: # 3611174 - Direct TV Account # 82751148

Date: 10/21/2019 8:14:14 PM

City/State/Zip: Dover, New Hampshire 03820

Company Complaining About: AT&T

Description

I am disputing a charge on my account for \$220. When I called to disconnect my service I was told the only fee I would have is \$107 and no additional fees. I asked the CSR twice before I approved the disconnect the there would be no additional disconnect fees. To which I was told there would be none. I would like this reviewed. When I originally had the service hooked up I was also told I would not be entering into a contract. Do you just have you staff lie to people to obtain sales????? I am a sales person in my career and I uphold the best interest of my clients with the utmost truth. I have found your company to be the opposite. I was lied to on both occasions. I will have the better business bureau look into this. Their recordings should show that I was lied to.

Ticket: # 3611201 - Racist rants

Date: 10/21/2019 8:25:47 PM

City/State/Zip: Belleville, Illinois 62220-3603

Description

This complaint is about blatant racism towards the late Representative Elijah Cummings being called the N word repeatedly live on the air between the hours of 10-11 a.m. central time on radio station KQQZ 1190 AM by host and station owner Bob Romanik in Belleville Illinois. The problem would be solved by him keeping his racist views off the airwaves. This has been an ongoing problem with his racism being spewed on the airwaves and nothing has been done about it for years now and it seems to get worse on a daily basis.

Ticket: # 3611227 - Spectrum internet service

Date: 10/21/2019 8:40:26 PM

City/State/Zip: De Pere, Wisconsin 54115

Company Complaining About: Spectrum

Description

I canceled my internet service with spectrum on September 9th. All equipment was returned and when I reviewed my online account the amount owed was \$63.29 which was paid. After that I received an additional bill of \$197.18. This was disputed but spectrum is holding to their policy that they bill for the entire month and I had cancelled 4 days into the billing cycle. None of this was explained when I cancelled nor did I see that when I had logged into my account on line to finalize payment. They are holding to spectrum policy.

Ticket: # 3611230 - NFL Football Broadcast Air Raid Warnings

Date: 10/21/2019 8:44:20 PM

City/State/Zip: Marion, Arkansas 72364

Description

Today, after several tornados in the area and a major storm we were watching the Jets and Patriots game (and I have seen this before) and the stadium was using the warning sirens that sound similar to our local warning system, and we had to go outside and see if it was off the TV or was really going off (still watches in area). If other TV shows have been fined for the use of the national broadcast system I think that the NFL and its teams should be told to stop using these noises as well.

Ticket: # 3611242 - lost channels due to frequency changes

Date: 10/21/2019 8:56:52 PM

City/State/Zip: Springfield, Ohio 45502

Company Complaining About: Other

Description

Due to the recent changes to several TV channel frequencies in my local area (Dayton-Springfield, OH) I no longer receive ABC, FOX, or several PBS channels that I used to receive over the air. I've tried to move my antenna to several different positions but it only makes it worse. The only channels I now receive are CBS, NBC, and the CW (8 total).

Ticket: # 3611256 - Extortion

Date: 10/21/2019 9:06:30 PM

City/State/Zip: Sacramento, California 95825

Company Complaining About: AT&T

Description

AT&T Solicited me at my home stating they can beat previous provider Bundle price and it would be a set price with all the same things as previous provider they didn't now I can't go back to and now they Extort money From me Please help

Ticket: # 3611270 - Sporadic service/ technical difficulties

Date: 10/21/2019 9:13:38 PM

City/State/Zip: Clovis, California 93619

Company Complaining About: AT&T

Description

I have direct TV service, the service is sporadic and we're being charged for 3 "genie boxes when we only have two. We have been experiencing technical difficulties very often (3-4 times per week) since ATT took over Direct TV, furthermore, when I call the customer service center they're of no help but rather very confusing to the customer. Every call I make the company enters me into a new contract even if I just called for technical difficulties. I would like my att/direct TV account researched by fcc

Ticket: # 3611292 - TV digital conversion

Date: 10/21/2019 9:27:21 PM

City/State/Zip: Charleston, West Virginia 25311-8336

Company Complaining About: None

Description

With the 1st digital conversion I lost CBS & PBS. This time I have lost NBC, CW, and have very bad reception for ION. I'm now down to ABC & FOX. Thanks alot. I hope people enjoy their cell phone addiction.

Ticket: # 3611296 - final bill cancellation

Date: 10/21/2019 9:31:34 PM

City/State/Zip: Freeland, Michigan 48623

Company Complaining About: Directv

Description

I cancelled Direct TV in June. The Direct TV operator said I am ceasing service in the beginning of the bill cycle, can't pro rate or get refund, don't owe anything. In September Direct TV started bugging me about I owe them \$109.96. Now they are sending to collections. I called and said listen to recorded line

Ticket: # 3611316 - Tornadoe warnings

Date: 10/21/2019 9:51:49 PM

City/State/Zip: St Peters, Missouri 63376

Company Complaining About: Don't Know

Description

Station KXAS on Dallas, Texas failed to give timely warnings during an active severe weather event last nite 10.20.2019 The people in the area were not given any warnings for six whole minuets, because station managers did not want to interup a NFL football match that was airing at the time. This station should be fined the maximim allowable by law and its' license be put on probation . It was immoral and stupid what this station did to its' loyal viewership.

Ticket: # 3611320 - Cable Bill

Date: 10/21/2019 10:01:19 PM

City/State/Zip: New York, New York 10009

Company Complaining About: Spectrum

Description

I closed my account on July 24th. On Sept 7th I was billed \$1,307.97 for missing equipment. On Sept 18th around 10:38 ET, I talked with a spectrum representative Operator ID: 4151067 who told me all the equipment was returned, and was credited with \$1,308, and had a balance of -0.03 that would be returned to me in the coming month. I then received a bill on Oct 7th with a balance of -0.03 and an additional \$1,089 fo missing equipment. The equipment was returned, I was credited and my balance went to below 0. Why am I being charged twice for missing equipment, once after the equipment is returned?

I would like the 2nd charge of \$1,089 for missing equipment to be credited back to my account, and for my account to finally be closed after this 3 month long journey .

Ticket: # 3611332 - Comcast Cable

Date: 10/21/2019 10:22:40 PM

City/State/Zip: San Jose, California 95117

Company Complaining About: Comcast

Description

On a daily basis, my cable and internet service fails. Multiple times a day. On average 3 to 5 times a day,,, EVERY DAY. I pay \$ 209.00 a month for unreliable service. Comcast is unabke to resovle the issue.

Ticket: # 3611347 - Removing channel from contract

Date: 10/21/2019 10:37:56 PM

City/State/Zip: Hobart, Indiana 46342

Company Complaining About: Comcast

Description

I signed up with comcast and chose a package that contained turner classic movies channel. This is one of the channels i watch a lot. Comcast has removed the channel from my package and now wants me to pay additional monthly fees to get it back along with sports packages that I could care less about. This should be a breach of contract on their part.

Ticket: # 3611369 - AT&T/DirectTV

Date: 10/21/2019 11:21:45 PM

City/State/Zip: North Hills, California 91343

Company Complaining About: AT&T

Description

Company bills is a monthly fee that is supposed to include certain things like on demand and the football package yet they try to charge us individually when we try to watch these things that are supposed to be included. Their equipment does not properly connect to the Internet to completely record on-demand programs and when it does try to it will still try to charge you for each individual program even though you can't watch it since the recording is never complete.

I have contacted the company on multiple occasions over the past two years regarding this problem with absolutely no results and they continue to increase fees and try to charge us more each billing period.

I feel this company should not be involved in the television business and removing this branch from them would benefit customers. Thank you for your time.

Ticket: # 3611383 - cable TV

Date: 10/21/2019 11:49:17 PM

City/State/Zip: Red Lion, Pennsylvania 17356

Company Complaining About: Comcast

Description

COMCAST RIPS OFF SENIOR CITIZENS

In a world where The Government-at-Washington has deteriorated into a comic tragedy, the millennials-long carnage in the Middle East continues unabated, and deranged persons massacre strangers weekly, this may seem a trivial concern.

Comcast, the TV cable behemoth whose fees are already outrageous, has removed the Turner Classic Movie channel from its standard package and moved it to an extra-cost bundle. What is shown on TCM? Old movies. Who watches old movies? Old people. Old people who have no means to increase their income to accommodate any new expense and who already struggle with out-of-control medical costs and the continuous erosion of inflation upon their resources.

Lest you believe that there is some logical bundling of content behind this move, think again: it was moved into the "Sports Entertainment Package". Lest you think there are competitive choices for the same service, think once again: the Comcast monopoly owns the cable which runs into the house. It is quite simply a means to collect \$120 a year from people who can least afford it. Chump change, you say? Not to Comcast, which will add about \$350 million pure profit without a dime of extra expense.

Ticket: # 3611390 - Unjustified and steady increase in Cable Bill**Date:** 10/22/2019 12:20:58 AM**City/State/Zip:** La Crescenta, California 91214**Company Complaining About:** Spectrum

Description

Dear Sir/Madam,

I am writing to file a complaint against Charter Spectrum communications who is the cable TV/Internet and Phone provider in our city. I have been a Spectrum customer for over 20 years. In March of 2019, I switched to a plan that has a significant restriction on the number of channels I could select (only ten) but on the plus side, I was told I would not have to worry about unpredictable increases in my monthly bills. My monthly payment was \$122.48. Unfortunately, I soon noticed an increase of two dollars which I was told was due to an increase in taxes. This increase continued to remain on my bill up until this most recent bill which has gone up to \$130.48. Apparently, the extra \$6 is partly due to an increase in "other charges" and "taxes and fees". It is Noteworthy that I received a letter from Charter Spectrum within the last two weeks that my internet speed had been increased to 200Mbps at no cost to me, however, on my current bill which I am writing you about there is an increase of \$4 in my internet service fee from \$65.99 to \$69.99 which I didn't authorize.

I am asking you to please investigate and let me know if they are legally allowed to increase taxes every month and charge me an extra fee for increase in my internet speed when they have notified me in writing that it was a free upgrade. Thank you very kindly for your assistance with this matter.

Best Regards,

(b) (6)


[Ticket: # 3611393 - Hulu commercial volume](#)

Date: 10/22/2019 12:30:14 AM

City/State/Zip: Spanish Fork, Utah 84660

Description

Hulu's commercials (advertisements) always play at double the volume of the actual shows.

Ticket: # 3611396 - irregular billing and broken promise on monthly payment

Date: 10/22/2019 12:46:36 AM

City/State/Zip: Vancouver, Washington 98661

Company Complaining About: AT&T

Description

i was promise a special monthly price since February 23.99 per month and i been charged 67.59 per month call many times to get this solve and they are not willing to keep the price they offered

Ticket: # 3611400 - Comcast RF Leak

Date: 10/22/2019 1:03:43 AM

City/State/Zip: San Mateo, California 94403

Description

Comcast's coaxial drop to my house is creating RFI inside my house on Ham frequencies and Public Safety frequencies . After testing, I've determined that the cause of the RFI comes from the poll, 50ft or so from my home. The RFI is amplified since the coaxial drop to my house is acting as an antenna. Comcast has declined to even look into the issue.

Ticket: # 3611407 - Loud commercials

Date: 10/22/2019 2:01:55 AM

City/State/Zip: Hillsboro, Oregon 97123

Description

Xfinity commercial

Ticket: # 3611417 - Att/Directv billing

Date: 10/22/2019 3:41:16 AM

City/State/Zip: Big Springs, West Virginia 26137

Company Complaining About: AT&T

Description

Att/directv made a deal with me in Aug 2019 that I would pay \$70 per month from Sept 2019 thru Aug 2020. The bills received this Sept and Oct are creeping up and they threaten to terminate me. SEPT 2018 they made a deal and it crept up to Aug 2019. I abide by the deal - they don't. Been a customer 20 years.

Ticket: # 3611423 - DISH NETWORK versus FORT MYERS BROADCASTING WINK TV

Date: 10/22/2019 5:09:18 AM

City/State/Zip: Lehigh Acres, Florida 33936

Company Complaining About: Dish Network

Description

Force Dish to carry a Free over the air station which I pay for through their service

Ticket: # 3611434 - Program removals

Date: 10/22/2019 6:14:25 AM

City/State/Zip: Fountaintown, Indiana 46130

Company Complaining About: Comcast

Description

Comcast has removed TCM from my channel lineup, and in the past removed CMT. I am on a 2 year plan, but they are still charging the same monthly fee even though they removed a program. Then to get the program back, I have to change plans and pay another \$5.00 for the first 6 months and then it will jump to \$10.00. Solution. Either don't take previously included channels away, or reduce the monthly bill. I suppose they can take any number of programs away and then charge more to get them back. I call that a "scam".

Ticket: # 3611447 - News Talk Show Indecency

Date: 10/22/2019 7:11:42 AM

City/State/Zip: La Quinta, California 92253

Description

Fax Ticket#07104 Ready For Data Entry

[Ticket: # 3611448 - broadcasts music](#)

Date: 10/22/2019 7:11:55 AM

Description

Fax Ticket#07105 Ready For Data Entry

[Ticket: # 3611465 - TV Indecency](#)

Date: 10/22/2019 7:50:00 AM

City/State/Zip: Wallingford, Pennsylvania 19086

Description

Postal Mail Ticket#29117 Ready For Data Entry

Ticket: # 3611467 - Issues with Directv and AT&T

Date: 10/22/2019 7:50:23 AM

City/State/Zip: Orlando, Florida 32807

Company Complaining About: Directv

Description

Postal Mail Ticket#29119 Ready For Data Entry

Ticket: # 3611472 - TV Billing

Date: 10/22/2019 7:51:14 AM

City/State/Zip: Georgetown, Texas 78633

Company Complaining About: Sudden Link

Description

Postal Mail Ticket#29124 Ready For Data Entry

Ticket: # 3611474 - Billing/Removing Channels

Date: 10/22/2019 7:51:35 AM

City/State/Zip: Palmyra, Virginia 22963

Company Complaining About: Comcast

Description

Postal Mail Ticket#29126 Ready For Data Entry

Ticket: # 3611481 - TV Reception

Date: 10/22/2019 7:52:45 AM

City/State/Zip: Bowie, Maryland 20715

Description

Postal Mail Ticket#29133 Ready For Data Entry

Ticket: # 3611482 - Nancy Drew Show

Date: 10/22/2019 7:52:55 AM

City/State/Zip: Greensburg, Pennsylvania 15601

Description

Postal Mail Ticket#29134 Ready For Data Entry

Ticket: # 3611486 - Bill Increasing

Date: 10/22/2019 7:53:38 AM

City/State/Zip: Gainesville, Florida 32609

Company Complaining About: Cox

Description

Postal Mail Ticket#29138 Ready For Data Entry

Ticket: # 3611487 - violent or sexual shows

Date: 10/22/2019 7:53:51 AM

City/State/Zip: Pontiac, Michigan 48340

Description

Postal Mail Ticket#29139 Ready For Data Entry

Ticket: # 3611488 - Nick Gregory used the word "cunt"

Date: 10/22/2019 7:54:04 AM

City/State/Zip: Belleville, New Jersey 07109

Description

Postal Mail Ticket#29140 Ready For Data Entry

Ticket: # 3611490 - illegal and fraudulent charges from Dish Network

Date: 10/22/2019 7:54:25 AM

City/State/Zip: Boonton, New Jersey 07005

Company Complaining About: Dish Network

Description

Postal Mail Ticket#29142 Ready For Data Entry

Ticket: # 3611509 - loud commercials

Date: 10/22/2019 8:17:02 AM

City/State/Zip: Nashville, Tennessee 37203

Description

commercial volume much louder than the show

Ticket: # 3611519 - Pirate Call Sign

Date: 10/22/2019 8:31:07 AM

City/State/Zip: Coaldale, Pennsylvania 18218

Description

F.D. Hammel in New Mexico called him and told him he was transmitting on his Ham Radio and on his TV. This does not seem possible because Mr. Smell lives in PA. He only has a 4 Watt CB Radio; he has not purchased a Ham Radio yet.

(b) (6) said that this Call Sign was transmitting over his Radio and TV.

Mr. Smell's Call Sign shows up on (b) (6) TV; KC3NPI. Both gentlemen just want to understand what is going on. ***CTR386-phone***

Ticket: # 3611539 - COMCAST Package Manipulation

Date: 10/22/2019 8:49:30 AM

City/State/Zip: Naples, Florida 34110

Company Complaining About: Comcast

Description

COMCAST has used its monopoly status to manipulate the packaging of cable channels to increase revenue. The Turner Classic Movie (TCM) channel was previously included in a starter package but now requires the purchase of a newly created artificial package at an additional fee. I already spend over \$246/month on COMCAST services including the Preferred Plus package which includes many more channels than the starter package. It is unfair that I should now be expected me to buy an additional package to retain one channel especially since there is nothing else in this additional package that is of interest to me. This could not happen if there were competition for cable services.

I would appreciate getting TCM restored to the basic channel lineup. Thank you.

Ticket: # 3611547 - Directv/AT&T

Date: 10/22/2019 8:54:01 AM

City/State/Zip: Brevard, North Carolina 28712

Company Complaining About: AT&T

Description

We had two directv accounts. One in our home in Brevard NC, the other in our vacation home in Waterloo, SC. We cancelled the service in Brevard NC where we actually reside. We wanted to keep the service in SC. AT&T did cut our service in SC instead. We called. We were just on the phone for at least an hour and a half. I was in SC at the time. I had to leave to come back home. They said they'd fix it. We were to receive boxes to return our NC directv equipment. We waited a week. It didn't come. They sent it to SC. We called again and again and again to try to explain the we wanted to keep SC service. They couldn't understand. My husband went to SC yesterday, the 21st, the service is still off. My husband called again. He was already n the phone for almost 2 hours. Since AT&T has acquired Directv it has been an absolute mess. We have not received any help from them. They supposedly record the calls and I'd like to hear how many times we called and our unanswered requests for service in SC.

Ticket: # 3611570 - Visa Card

Date: 10/22/2019 9:02:26 AM

City/State/Zip: Detroit, Michigan 48223

Company Complaining About: Directv

Description

- The consumer said called and she spoke with Joe (JC1R) on 9/24, from AT&T and he said he could give her Direct TV and a \$300 gift card if she stayed with them, and the consumer agreed.
- The consumer has yet to receive the \$300 gift card.
- The consumer wants them to send her visa card.

CTR-382

Ticket: # 3611577 - Billing is not reflecting our agreement

Date: 10/22/2019 9:06:59 AM

City/State/Zip: Mukwonago, Wisconsin 53149

Company Complaining About: AT&T

Description

This ticket (#3414646) was not resolved.

Below are the last corespondent from KortneyClemens and I paid as agreed by check \$73.82 for my September bill and then my October bill was incorrect showing a balance due of \$151.22. This is not what we agreed upon.

Kortney Clemens <g10282@att.com>

Thu, Sep 5, 3:27 PM

to me

Account Name: (b) (6)

Attention: (b) (6)

Thank you for your recent correspondence to AT&T's Office of the President. We appreciate the opportunity to address your concerns and sincerely apologize for any inconvenience this matter may have caused.

A \$62 discount and a \$10 discount and 3 months of free Showtime have been added to your account per our discussion.

Our goal is to provide a premium effortless entertainment experience delivered anywhere. We trust this letter addresses your concerns regarding this complaint. If you have any questions regarding this case, please contact Kortney Clemens at 6028244438 Monday – Friday 8:00 a.m. to 4:30 p.m. MST.

Sincerely,

Kortney Clemens
Office of the President

AT&T Services, Inc.
o 6028244438 | g10282@att.com

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(b) (6)

>

Fri, Sep 6, 10:39 AM
to Kortney

Kortney,

This email states that you will apply credits to the account. I do not have the information of the billing to identify that these credits will in fact match the agreed upon rate of \$71.99 monthly for 12 months. I will need verification of the dollar amount of \$71.99 and the 12 months agreement in the response to the complaint letter or email confirmation.

Thank you,

(b) (6)

Ticket: # 3611582 - Propaganda and inappropriate ads

Date: 10/22/2019 9:09:30 AM

City/State/Zip: Katy, Texas 77494

Description

(b) (6)

Ticket: # 3611584 - Propaganda and inappropriate ads

Date: 10/22/2019 9:09:54 AM

City/State/Zip: Katy, Texas 77494

Description

(b) (6)

Ticket: # 3611587 - Propaganda and inappropriate ads

Date: 10/22/2019 9:10:33 AM

City/State/Zip: Katy, Texas 77494

Description

(b) (6)

Ticket: # 3611589 - Propaganda and inappropriate ads

Date: 10/22/2019 9:11:45 AM

City/State/Zip: Katy, Texas 77494

Description

The commercial that aired today during the Today show for Democrat Tom Steyer is disgraceful, slanderous, inappropriate and highly offensive. The commercial that aired today during the Today show for Democrat Tom Steyer is disgraceful, slanderous, political, and treasonous calling our President corrupt. I do not appreciate anyone speaking about our president this way on national television while I am trying to watch a happy morning show.

Remove inappropriate offensive propaganda ads calling our President unsubstantiated claims.

Ticket: # 3611590 - Propaganda and inappropriate ads

Date: 10/22/2019 9:12:14 AM

City/State/Zip: Katy, Texas 77494

Description

The commercial that aired today during the Today show for Democrat Tom Steyer is disgraceful, slanderous, inappropriate and highly offensive. The commercial that aired today during the Today show for Democrat Tom Steyer is disgraceful, slanderous, political, and treasonous calling our President corrupt. I do not appreciate anyone speaking about our president this way on national television while I am trying to watch a happy morning show.

Remove inappropriate offensive propaganda ads calling our President unsubstantiated claims.

Ticket: # 3611594 - Propaganda and inappropriate ads

Date: 10/22/2019 9:13:05 AM

City/State/Zip: Katy, Texas 77494

Description

The commercial that aired today during the Today show for Democrat Tom Steyer is disgraceful, slanderous, inappropriate and highly offensive. The commercial that aired today during the Today show for Democrat Tom Steyer is disgraceful, slanderous, political, and treasonous calling our President corrupt. I do not appreciate anyone speaking about our president this way on national television while I am trying to watch a happy morning show.

Remove inappropriate offensive propaganda ads calling our President unsubstantiated claims.

Ticket: # 3611595 - Propaganda and inappropriate ads

Date: 10/22/2019 9:13:41 AM

City/State/Zip: Katy, Texas 77494

Description

The commercial that aired today during the Today show for Democrat Tom Steyer is disgraceful, slanderous, inappropriate and highly offensive. The commercial that aired today during the Today show for Democrat Tom Steyer is disgraceful, slanderous, political, and treasonous calling our President corrupt. I do not appreciate anyone speaking about our president this way on national television while I am trying to watch a happy morning show.

Remove inappropriate offensive propaganda ads calling our President unsubstantiated claims.

Ticket: # 3611602 - Station bleed thru

Date: 10/22/2019 9:17:31 AM

City/State/Zip: Concord, Georgia 30206

Description

I cannot listen to 97.1 or 95.5 fm stations in the Williamson, GA. Area, because some country radio station is bleeding thru , causing interference. It has happened in 2 different cars , at different times of the day. It has only started recently.

Ticket: # 3611605 - Democratic Debate Availability/October 15th

Date: 10/22/2019 9:18:15 AM

City/State/Zip: Buffalo, New York 14222

Company Complaining About: Spectrum

Description

It is unacceptable that the Democratic Debate was not televised on network TV. We had to sign up with FUBO in order to watch the debate on TV. Coverage was available through CNN.com and NYT.com, but what about the citizens who do not have computers or internet access. Networks should be required to broadcast such a debate of national consequence, and local providers should be required to show it. The poor, disadvantaged and rural America/"last mile" continue to get shortchanged. This is unacceptable.

Ticket: # 3611624 - Want Nashville WZTV Fox 17 Back over air

Date: 10/22/2019 9:27:32 AM

City/State/Zip: Dickson, Tennessee 37055

Company Complaining About: Ematic Or Rca

Description

You have switch over the air to Digital know I can't get this channel and do not how to get this Local Back . Please let me know the item I need with my Converter Box and go from there.

Ticket: # 3611643 - Erroneous Charges

Date: 10/22/2019 9:33:07 AM

City/State/Zip: Chicago, Illinois 60649

Company Complaining About: AT&T

Description

At&T has sent me to collections for service I did not use and for failing to explain to me their transfer policy as it relates to contract renewal

Ticket: # 3611656 - TV transition

Date: 10/22/2019 9:38:17 AM

City/State/Zip: Springfield, Ohio 45502

Company Complaining About: Other

Description

(b) (6) Springfield, Oh. 45502

Good day. On Oct. 18, per directive, I re-scanned my converter box/tv and lost channels 22 and 45. I received these stations fine prior to the re-scan. Can you inform me of the problem and can we get it resolved? Thanks.

Ticket: # 3611666 - Bias against conservative radio

Date: 10/22/2019 9:43:02 AM

City/State/Zip: Apopka, Florida 32712

Company Complaining About: Iheart Media

Description

There has been multiple instances where I heart media will mute, dump to commercial, perform a emergency broadcast test during a sensitive subject, limiting access to conservative stations like Rush Limbaugh show and the blaze. I have yet to see this done on any other Orlando station.

Ticket: # 3611675 - Billing

Date: 10/22/2019 9:45:38 AM

City/State/Zip: Port St. Lucie, Florida 34952

Company Complaining About: Comcast

Description

she states that she had a hold on her account

the services was disconnect around July or August without notification

she also states that they told her in order to get those channels back she would have to pay higher rate

she also states the in October the internet stop working but the programming is working

she also states that now her services has been disconnected all together

I advise that she file a complaint

Ticket: # 3611680 - TV Billing

Date: 10/22/2019 9:47:08 AM

City/State/Zip: Chesapeake, Ohio 45619

Company Complaining About: AT&T

Description

Consumer is stating that her bill has been \$55-59 dollars

Consumer found out that her promotions stopped

For the package that she wants they are still going to charge them \$111.

Consumer is stating that they can not afford this

Consumer asked if there were anymore promotions and she was told no

Consumer is stating that they can not afford anymore then the \$55. for their service

Consumer would like a package at this price of \$55.

Please contact the consumer by phone.

****CTR406-phone****

Ticket: # 3611693 - Power Line Noise

Date: 10/22/2019 9:56:26 AM

City/State/Zip: Morton, Illinois 61550

Description

A few weeks ago the local utility, Ameren Illinois, found a defective HV insulator and replaced it and my noise problem eliminated. A week ago it came back, more than likely another defective HV insulator or a defective lightning arrestor. Since I've contacted Ameren's customer service several times and they have supposedly issued a service ticket. I was told someone would call me but they never have. They seem to be totally ignoring me. At this time I am not able to make any contacts on any of the HF amateur radio bands. I have included a video clip on 7 MHz and another one on 14 mhz. I don't know what else to do.

Regards,

(b) (6)

Ticket: # 3611695 - Removal of Equipment

Date: 10/22/2019 9:56:59 AM

City/State/Zip: Braddock, Pennsylvania 15104

Company Complaining About: Verizon

Description

In the past, I have had Verizon as my TV provider. I now have over the air broadcasting. I want Verizon to remove the wires attached to my house. Verizon wireless has made it impossible to contact them if you are not a current customer.

Please contact them on my behalf and have them remove their wires.

Thank you.

(b) (6)

Braddock PA 15104

(b) (6)

Ticket: # 3611703 - unable to recieve signal since frequency change on October 18

Date: 10/22/2019 10:00:48 AM

City/State/Zip: Lexington, Kentucky 40511

Company Complaining About: I Use Antenna

Description

I use an antenna to receive Lexington KY area TV signals. Since they all changed frequencies on October 18th, Channels 52 and 56 are poor or non-existent. I have rescanned my tuner. Why are these stations not working for me?

Ticket: # 3611743 - Loud commercials

Date: 10/22/2019 10:18:21 AM

City/State/Zip: Warwick, New York 10990

Description

Commercials on ABC are so much louder than the show I'm watching. I have to turn the volume down at least 5 levels for it to be the same volume.

Ticket: # 3611770 - TV Rescan

Date: 10/22/2019 10:28:50 AM

City/State/Zip: Chicago, Illinois 60626

Company Complaining About: Cbs, Abc, Nbc, Fox, Pbs

Description

(b) (6)

TV rescan had led to extremely poor reception. Stations image goes to black, comes back on with 3/4 digitized image. This is a 90% reduction in tv reception. Please contact the Chicago area stations to find out why the new transmission is poor and how it can be solved.

Ticket: # 3611836 - ATT Autopayment

Date: 10/22/2019 10:47:36 AM

City/State/Zip: Thurmont, Maryland 21788

Company Complaining About: AT&T

Description

An amount for the equipment not returned was taken out of my account by an old Debit Card information by ATT. I did return and have proof. They will not credit my account or send refund overnight. I think this is bad business that they can take monies out.

Ticket: # 3611840 - Bundle Billing

Date: 10/22/2019 10:48:09 AM

City/State/Zip: New Albany, Ohio 43054

Company Complaining About: AT&T

Description

- The provider at&t, U-verse bundle service
- The account number 298433041
- The consumer said that she just got the service in the beginning of October 2019. Which she said that she was quoted on a monthly amount of \$144.00.
- The consumer received a bill with the amount of \$183.10.
- The consumer does not understand why her monthly bill is changing each time. The consumer stated that her bill increases each time.
- The consumer reach out to the carrier about the issue. The consumer was given different explanation about her bill.

Resolution

- The consumer would want to know what happen to her basic plan for 2 years for \$144.00.

ctr 388-phone

Ticket: # 3611893 - Other Charges

Date: 10/22/2019 11:01:16 AM

City/State/Zip: Winter Park, Florida 32792

Company Complaining About: Spectrum

Description

My Cable company broke their promiss.Its a scam that congress and FCC isnt fixing at all you all need to do something about these crooks.

Ticket: # 3611896 - Comcast FCC Syndex Ruling

Date: 10/22/2019 11:02:16 AM

City/State/Zip: Mt. Union, Pennsylvania 17066

Company Complaining About: Comcast

Description

She has Comcast Cable. Last night it was an advertisement and a guide saying the 8pm Patriots game was coming on 10/21/19. When she went to see it on channel 11 CW in Mt. Union, PA 17066. There was a banner on the tv that said "This program was blocked due to FCC Syndex Rulings." She contacted Comcast last night and they told her to contact the FCC. She is paying to view these stations and needs an explanation. She can be reached at home at (b) (6); or on her cell at (b) (6)

Ticket: # 3611919 - Billing

Date: 10/22/2019 11:10:34 AM

City/State/Zip: Waynesburg, Pennsylvania 15370

Company Complaining About: Comcast

Description

(b) (6) is having problems with X-finity.

He is disable and he lives out of the SSA. He is late on his payment but he is willing to work things about. He called consumer service to get his billing cycle extended because he will not have his check until 11-03-2019 and he will pay more to bring down the bill. He cannot afford to be getting charge late fees.

ctr408-phone

Ticket: # 3611971 - Direct TV Billing & Charges

Date: 10/22/2019 11:22:53 AM

City/State/Zip: Vero Beach, Florida 32967

Company Complaining About: Directv

Description

Direct TV is billing us for a billing cycle in which we attempted to cancel our account, and states they are unable to credit us for the time we no longer used their services.

Ticket: # 3611975 - Dish Network Billing

Date: 10/22/2019 11:24:25 AM

City/State/Zip: Lancaster, Ohio 43130

Company Complaining About: Dish Network

Description

Dish Network; they signed up in April/March; his bill was to be \$106.33. They took Fox Sports Network off. They were still charging him for these channels.

They took \$3 1 month; instead of the promised \$8 per month. Then their bill was came back up and it is the same plus the \$8. They dropped the bill down \$13; to make up for taking the Sports Off. Now his bill has additional new charges for additional equipment and it is up to \$352.70. Caller wants his bill down to the promised \$98.33 that they told him he would pay without the Fox Sports Network.

CTR386-phone

Ticket: # 3611992 - NO SERVICES

Date: 10/22/2019 11:28:27 AM

City/State/Zip: Sanmarcos, Texas 78666

Company Complaining About: Grande Communications

Description

Grande Communications

No internet/cable for 3 week

She called for promise to pay to restore services

Payment for services went from \$89. to \$200. a month

(b) (6) paid the amount that she promise and still Grande never restore her services

(b) (6) request to stop payment because services wasn't restore.

(b) (6) share that if this matter is not resolved then Grande Communications needs to come out and pick up equipment.

Ticket: # 3611996 - not getting local tv channels of antena

Date: 10/22/2019 11:28:58 AM

City/State/Zip: Highland, Wisconsin 53543

Company Complaining About: Grit Tv And Channel 3 15 Anything Above 47

Description

not getting tv channels I had before frequency change I have an antenna which is an analog antenna. channel 3 Madison and all channels above 47 are none retrievable. have re scanned several times with no results. just want what I had before th change..

Ticket: # 3612001 - criminal hackers operating on an illegal radio frequency

Date: 10/22/2019 11:30:30 AM

City/State/Zip: Richardson Texas, Texas 75281

Description

sophie juvenal (a radiologic technician) at methodist richardson hospital has been harassing someone for over 9 years with an illegally installed cochlear hearing aid device she can communicate to with a wireless microphone. this needs to stop. please arrest her as soon as possible. mackenzie juvenal (her brother) and bobby suwanksy are also involved.

Ticket: # 3612028 - Comcast bait and switch

Date: 10/22/2019 11:38:41 AM

City/State/Zip: Nashville, Tennessee 37211

Company Complaining About: Comcast

Description

I purchased a package from Comcast which included HBO, Cinemax, Showtime, and Starz. The packaged locked my rate for two years. I am unable to cancel the package without financial penalty. This summer Comcast removed Cinemax which showed new programming and movies and replaced it with 200 movies that were released prior to the 2000s. The price did not change. Now they are replacing Starz. They sold me a package that has significantly changed but I am locked into the package. If I want the removed channels I now have to pay extra. What was the purpose of locking in the rate. This is a classic bait and switch scheme.

Ticket: # 3612088 - False, confusing information

Date: 10/22/2019 11:50:40 AM

City/State/Zip: Centreville, Virginia 20120

Company Complaining About: Cox

Description

10-15-2019 Because of a very tight budget, I cancelled \$122.51 month Cox cable service...On 10-19-2019 I resumed service, new monthly cost \$151.51 month...\$30 increase...The 10-19-2019 phone call lasted more than an hour, mostly hold time; Most people I talked to would not identify themselves, one man said I paid monthly for the mini box every month because the notes on my account said I had bad credit and had unfulfilled my promises to Cox. This is untrue...Cox's agents make it very confusing and people pay many different prices for the same service. I want to continue service for \$122.51 month.

Ticket: # 3612113 - Billing

Date: 10/22/2019 11:55:26 AM

City/State/Zip: Bigfork, Montana 59911

Company Complaining About: Directv

Description

Cancelled Directv on 10-1-2019. Per Directv, I get billed in advance for my TV service. My service cycle is the 22nd to the 21st of the next month. Directv automatically deducted my charges on 10-1-2019 and I was told I would receive a credit for the amount of overpayment. Not only are they not giving me a credit, they are charging me a prorated amount for the following month.

Ticket: # 3612134 - Service/Billing

Date: 10/22/2019 12:00:15 PM

City/State/Zip: Port Royal, South Carolina 29935

Company Complaining About: Hard Gray Communications

Description

Hard Gray Communication is her carrier.

She has a bundled deal.

She is being charged Broadcast, Sports and other fees.

When you move in, you get discounts.

It just went up to \$85.00

This months bill is \$254.60, 10/10/2019 Due on Saturday.

Her regular billing was \$170.51.

She is on a fixed income and \$85.00 is a great deal more than she is used to paying.

She has Landline, TV, and internet service.

Resolution:

She would like a lower bill.

She would like other discounts applied to this bill to make it come to the previous bill.

She would like the FCC to do something to make the broadcast companies stop raising their fees and passing it on to the consumer.

CTR394-phone

Ticket: # 3612149 - Cable Service Interruption

Date: 10/22/2019 12:03:36 PM

City/State/Zip: Southfield, Michigan 48033

Company Complaining About: AT&T

Description

During the last 6 weeks my AT&T Uverse service has been interrupted due to no service. On 10/15/2019 service went out and it was restored Wednesday afternoon and on Friday my service went out and it was restored Saturday morning. During the last 30 days my service was interrupted and I feel I should receive a credit to my bill.

Ticket: # 3612220 - AT&T U-Verse

Date: 10/22/2019 12:16:47 PM

City/State/Zip: Carson, California 90745

Company Complaining About: AT&T

Description

I am being billed for services not provided. I had informed AT&T on or about April 20, 2019 that my U-Verse was not working. They were aware that the issue was not resolved. About one week after losing U-Verse, my WiFi stopped working. I am being billed for over \$800 for a service not provided for at least 4 months.

Ticket: # 3612257 - Spectrum not prorating their service terminations anymore

Date: 10/22/2019 12:25:42 PM

City/State/Zip: Baton Rouge, Louisiana 70810

Company Complaining About: Spectrum

Description

I terminated service with Spectrum 11 days into a 30 day month. Spectrum is billing me for the days 19 days I did not have their service. My bill is about \$300 a month, so they want \$200 from me for nothing provided.

Ticket: # 3612274 - Billing dispute on false promises

Date: 10/22/2019 12:30:16 PM

City/State/Zip: West Columbia, South Carolina 29171

Company Complaining About: AT&T

Description

To honor billing credit as promised of 145.00 based on a pending service agreement , it was promised to me installation of high speed internet service added to my account since my contract promotion had ended with cable contract previously . I had the installation completed as of 10/05/19 , only received a credit of 25.00 and it is currently still showing in there system what was promised as of today's date. My service got interrupted on 10/22/19 , so I ended up having to pay the total balance including the 145.00 that should have been deducted, have made multiples of attempts to resolve and just end up wasting countless phone hours getting transfer from agent to agent. The agent whom promised is named Monique Frazier done on 8/30/2019

Ticket: # 3612352 - Billing complaint

Date: 10/22/2019 12:46:55 PM

City/State/Zip: Lakeland, Florida 33805

Company Complaining About: Directv

Description

DirectTV is charging me \$130.99 for a service I didn't received. They are threatening to send my former account to a collection agency when my account was deactivated months ago and I paid it in full and returned my equipment months ago. This is a current charge and my account was deactivated back in June 11, 2019. This is the fourth time I have contacted DirectTV to solve this dispute without any luck. Called in July, August and September the cancellation department and filed a dispute, the last dispute was #4144257002 back in Aug. 20. They sent me an equipment box for an equipment already returned back in June 2019. I need to help to resolve this billing matter.

Ticket: # 3612415 - Rated R gruesome Halloween Commercial

Date: 10/22/2019 1:02:22 PM

City/State/Zip: San Antonio, Texas 78232

Description

Two very gruesome commercials were played during a family show. My young children were terrified. All commercials of this nature need to be placed at a later time and not associated with a family show. The commercials were by Six Flags Fiesta Texas and Sea World and are not appropriate for general viewing.

Ticket: # 3612428 - Spectrum CableCard Installation**Date:** 10/22/2019 1:05:17 PM**City/State/Zip:** Grove City, Ohio 43123**Company Complaining About:** Spectrum

Description

I recently signed up for Spectrum TV, after having multiple agents tell me verbally that the company does not support CableCards. My installation was finally scheduled for Friday, 10/18 and I left work early to meet the installer. Spectrum sent 3 technicians to my house, none of whom had the CableCard and tuning adapter required to complete my installation. The installation was rescheduled for Sunday, 10/20 between 2:00 and 3:00 PM ET. At 3:15 PM, Spectrum called and told me that no technicians had the CableCard and tuning adapter with them, and rescheduled again for 10/21. This technician showed up with both, but the tuning adapters he had with him (he had 2) did not work. Based on my experience, Spectrum is looking to discontinue support for CableCards and treat these customers as unimportant and they do not have any interest in correcting the issues.

Ticket: # 3612465 - Spectrum Service

Date: 10/22/2019 1:13:33 PM

City/State/Zip: Canandaigua, New York 14424

Company Complaining About: Spectrum

Description

I returned all my cable boxes and router to the local office on October 4th, 2019 and was told that the return was complete, my service was off and I had a \$3 credit coming my way. A couple days later, I received an e-mail from Spectrum outlining my new rate of \$130/month. I called & after an extended wait on hold, I reached a representative who explained that the local office failed to disconnect the service, but she could see that the equipment had all been returned. She said she made the necessary corrections and I was all set & should expect a \$3 check. About a week later, I received a Spectrum invoice for \$107!!! I called AGAIN, and waited on a very long hold again and was again told that the service was incorrectly disconnected but was now disconnected. About a week later, I received yet another Spectrum invoice. This time, for \$26. I again waited on hold for 29 minutes. I was told that the service was off and the balance is \$0. I explained that I had been told this on three previous occasions and given the two hours I had already wasted on this, I simply wanted a written confirmation. I requested a simple e-mail to confirm that this matter was indeed closed. I was told no-nada-nope-never-gonna-happen. They would offer me a verbal assurance for a fourth time - - - and nothing more.

GRRR! Forgive me if, after being told the same thing on three previous occasions that I'm now a little cynical and skeptical of this verbal confirmation. I waited another 10+ minutes to speak to a supervisor. Surely after all of the red-tape they'd put me thru, a manager would be reasonable enough to understand my frustration and understand why I was unwilling to settle for another reassurance. Nope. No way, no how. Ben patiently told me that I'm all set, but was unwilling to give me anything tangible to confirm.

Ticket: # 3612479 - Direct tv

Date: 10/22/2019 1:17:10 PM

City/State/Zip: Columbia Falls, Montana 59912

Company Complaining About: Directv

Description

I canceled direct tv on 8/02/2019 . Direct tv did not cancel after I requested it, They billed me for August, September, and October. There is nobody to contact to solve this issue. I keep getting sent back and forth between Century link and direct tv. I have now spent over 8 hrs trying to solve this issue like millions of others. My century link bill needs to be credited over \$375.00. has not happened. they have their equipment and still continue to bill me. I am thinking this is theft now ,not just a mistake.

Ticket: # 3612485 - Directv - erroneous billing

Date: 10/22/2019 1:18:26 PM

City/State/Zip: West Hempstead, New York 11552-4006

Company Complaining About: AT&T

Description

I have called 3x to get an error corrected on my bill. I have been told twice that a credit was issued, however, the account still carries the charge along with monthly late fees although I have been paying my bill each month minus the incorrect charge. The charge originally appeared on 6/3/19. I was told on 6/22 and on 7/22 that the credit had been issued.

Ticket: # 3612506 - AT&T Billing Issues**Date:** 10/22/2019 1:24:05 PM**City/State/Zip:** Kent, Ohio 44240**Company Complaining About:** AT&T

Description

The consumer stated that she signed up for a bundled package that provided her with Access internet service , TV service, and telephone service. The total cost was quoted as \$125.00. However, when she received her November bill, the bill shows a total due of \$154.10. However, she called in to advise AT&T that she was being over charged. The rep, on today's date, was able to lower her bill to \$130.83. However, to do this, she (Nevada) had to take channels to get close to the amount that had been quoted by previous reps. The consumer stated that there were much better promotions when she previously called AT&T. She stated that she was advised \$125.00 out the door and she would be provided a lot more channels than what is presently provided. The consumer stated that she wants the previous promotion provided and she requested to keep her Access internet service in tact as well. (Kenneth is the rep that quoted the \$125.00 per month - after telling her to pay the bill she had, at that time, for \$144.00 - He advised the consumer that she would receive the discount...the following month. When the discount was not received, she called again and she spoke to another rep. He gave her a discount of \$26.00 off the bill and she paid \$99.00 ! He told her that her bill would stay at \$125.00. However, she received the bill for \$154.10, mentioned above). The consumer requested that AT&T immediately correct her bill to \$125.00 - she receives food stamps and is low income. She stated that she cannot pay more than the \$125.00 The consumer stated that she has made several complaints to AT&T regarding overseas customer service reps. She cannot understand them. Nor, will they transfer her back to the United States customer service reps, when asked. She stated that she cannot accomplish any task in speaking with these reps. because they do not understand what is being asked. Nor, can they be understood due to the language barriers involved.

Ticket: # 3612531 - Unfair business practices

Date: 10/22/2019 1:26:55 PM

City/State/Zip: Bakersfield, California 93308

Company Complaining About: AT&T

Description

Have been lied too everytime I reach a deal. Have been unlawfully shut off numerous times. Have spent over 40 hours on the phone with them, only too be lied too again. They bill me wrongly, then when I call and work it out, it will still get shut off. This has happened numerous times, causing me undo stress.

Ticket: # 3612544 - Spectrum Bundle Service

Date: 10/22/2019 1:28:21 PM

City/State/Zip: Lexington, Kentucky 40505

Company Complaining About: Spectrum

Description

*Consumer have problems with Spectrum cable TV service.

*Consumer have a bundle service package that increase from \$ 130.00 dollars up to \$ 200.0 dollars.

*Consumer state she watch FOX news with a picture and no sound.

*Consumer went to other TV stations and saw she had 21 channels and have a picture and no sound.

*Consumer call Spectrum customer service phone line and wait 30 to 40 minutes and still did not talk to any one.

Ticket: # 3612552 - Dish Network in negotiations

Date: 10/22/2019 1:29:23 PM

City/State/Zip: Allegany, New York 14706

Company Complaining About: Dish Network

Description

We switched to Dish in order to receive Fox Sports Ohio. 2 weeks after switching STO was dropped from their line-up. Some Fox Sports have been reinstated but not STO. We are stuck in a 2 year contract, and unable to watch the channel we switched to receive. Is there anything that can be done? These large media operations appear to have way too much control. Federal government should step in and have some control over the paying customer always getting screwed.

Ticket: # 3612595 - Billing for services not owed

Date: 10/22/2019 1:37:45 PM

City/State/Zip: Denton, Texas 76207-6753

Company Complaining About: AT&T

Description

In the last week of July, 2019, my wife called Direct-TV because there was no Channel 11 (her soaps). She told me she canceled the service. I was not home and did not hear the conversation. I called a few days later to ask what to do with the equipment and was told to take it to any UPS store for return. I had Dish Network installed on 8/1/2019. I returned the equipment the first week of August. Direct TV acknowledged receipt of the equipment the third week of August. In August I received a bill and went down to the AT&T store, since I never set up an internet account. The AT&T guy there said it was a final bill, so I paid it. In September I received another bill from AT&T for \$120.21. I called and had the AT&T representative set up a web account for me so I could monitor the account and said he would void the bill and make sure the Direct-TV account was canceled. On 10/21 I received another bill for \$120.21. Yesterday (10/21) I spent approximately 2-1/2 hours on the phone trying to resolve the issue until the phone battery died. I was told that the account wasn't closed until the end of September. How many times do I have to close the account? When they acknowledged receipt of the equipment the end of August, how can they bill me for September? I wish to file a formal complaint.

Ticket: # 3612611 - Att promises not met but still being charged

Date: 10/22/2019 1:42:57 PM

City/State/Zip: Fayetteville, Arkansas 72701

Company Complaining About: AT&T

Description

(b) (6)

Ticket: # 3612627 - Att Ripoff Artist

Date: 10/22/2019 1:47:38 PM

City/State/Zip: Fayetteville, Arkansas 72701

Company Complaining About: AT&T

Description

We signed up for another 2 years of sub par service with att after 22 years of getting the wrong prices, wrong internet data service the wrong billing, the wrong phones, the wrong WiFi the wrong streaming etc etc etc. please someone help us take on this monster.

Ticket: # 3612646 - Directv returned equipment

Date: 10/22/2019 1:53:59 PM

City/State/Zip: Covina, California 91724

Company Complaining About: Ca

Description

I canceled my directv plan over 2 months ago. I returned the equipment over a month ago. I received an email from ATT/Directv on 10/09/2019 that my equipment was received. This morning on 10/22/2019 I received an email that my account still had a balance due for the equipment. I have tried to resolve this with Directv customer service with no luck.

Ticket: # 3612648 - Spectrum Cabling

Date: 10/22/2019 1:54:07 PM

City/State/Zip: Carrollton, Texas 75007

Company Complaining About: Spectrum

Description

Spectrum: installed late 8/2019; 9/18-Ticket # 1245306; 10/1-ticket # 12614007; Call 10/8. Cable running down from the cable box in my yard to the street, down the street, in front of our houses for longer than 60 days. Every time I call they tell me it will be taken care of in 5 to 7 work days. It has now been over 60 days. The cable is unsightly; we run over it every time we leave our driveway, every time the mailman delivers the mail, every time the trash men come, any time there are cars on the street. I have threatened to cut it multiple times but have decided to contact the FCC. I've contacted my provider (not spectrum), Spectrum, City of Carrollton, and now the FCC. Please advise what I can do next or which agency I need to contact to have this cable removed. Thank you, CEH

Ticket: # 3612663 - Billing in excess of promised fees

Date: 10/22/2019 1:58:18 PM

City/State/Zip: Austin, Texas 78739

Company Complaining About: Spectrum

Description

In May of 2019 I contacted Spectrum to cancel my service and was forwarded to Gina in customer retention. After searching through current offers, she offered me a year of Select TV, 400 speed internet, equipment and phone for \$140 plus taxes. In October 2019, the cost went up \$12 per month and I was told that Gina should have told me that I was getting a discount of \$30 from the standard rate and that the standard rate could increase at any time and that is what has happened. However, that is not what I was promised on my two phone calls with Gina with Spectrum (May 18 and May 21, 2019). Spectrum should honor this pricing for the full 12 months. I spoke today to Christy who told me that they refuse to honor the pricing. They also refused to provide me with the call audio from my May 2019 calls that would prove it was verbally promised. I am asking Spectrum to honor the price quoted to me.

Ticket: # 3612673 - Spectrum billing

Date: 10/22/2019 2:02:11 PM

City/State/Zip: Silver Springs, Florida 34488

Company Complaining About: Spectrum

Description

- Consumer claims his bill continues to go up.
- When consumer contacts the provider they cannot explain the increase.
- Consumer claims the bill has essentially doubled since he started service, and nothing has changed.
- Consumer would like corporate to contact him about his bill and explain the charges.

CTR404-phone

Ticket: # 3612677 - Direct TV and A t@ t

Date: 10/22/2019 2:02:48 PM

City/State/Zip: Nampa, Idaho 83686

Company Complaining About: Directv

Description

I keep getting billed for service we never used and were lied to by A T& T service rep regarding direct tv, It was canceled and equipment was sent back next day, They keep telling me they have zero out the balance but I am still getting billed for it and lied to by A Tand t.

Ticket: # 3612684 - The CW LV news and news3LV edited a story to create public panic

Date: 10/22/2019 2:04:09 PM

City/State/Zip: Las Vegas, Nevada 89117

Description

This reporter Gabby Hart edited her story to clearly add to the public panic regarding nicotine vaping, blaming an industry that is not responsible for these illnesses. This fraudulent reporting has to stop. This man clearly used drugs and told the reporter that at his interview but they edited the report to blame regular nicotine vaping which was NOT the reason for this man's illness, he also had a broken rib that punctured his lung. This is creating public panic against an industry that is not to blame. This man did do drugs that caused his illness plus a physical injury. He told the reporter this and they edited the report and took all of that info out. I want her to retract her story and report the truth of what this man told them. I tried contacting the reported and she blocked me. This has to stop its harming business that are not to blame I spoke with the guy he said they purposefully edited his story to blame the wrong industry and create public panic.

Ticket: # 3612692 - Bait and switch on TV/Cable/Phone package

Date: 10/22/2019 2:06:22 PM

City/State/Zip: Springfield, Pennsylvania 19064

Company Complaining About: Verizon

Description

A combo package discussed in an online chat was not processed correctly so the install was wrong. I was later told the package was for only 2 months not 2 years.

My last attempt to discuss the issue with Customer Service was disconnected when I asked for a manager. No one contacted me in the following week so I terminated service.

I am willing to pay for the 5 weeks of service but not the termination fee or equipment purchase.

Ticket: # 3612702 - Neighbors ham radio coming through new computer speakers

Date: 10/22/2019 2:07:37 PM

City/State/Zip: Scappoose, Oregon 97056

Description

For years now a neighbor of ours has been conducting conversations via his home CB radio setup. We have replaced nearly all of our older speakers and televisions to avoid getting his conversations streaming through our house. I have even purchased ferrite blocks to try and keep him out. I recently purchased new speakers for a home PC and he regularly still comes through them. Like now (10/22/19 @ 10:58 am). This is coming from (b) (6) Scappoose, OR 97056. The user is (b) (6). I do not have his phone number. He has been personally notified by multiple neighbors of this issue.

From research online, him coming through new PC speakers suggest he is over-powering his system. I'd like this investigated and would really like to stop hearing him in my house.

Ticket: # 3612752 - Tv Rescan

Date: 10/22/2019 2:17:27 PM

City/State/Zip: Portage, Wisconsin 53901

Company Complaining About: Issues With Stations Not A Company

Description

We have rescanned our tv multiple times to re-acquire several of the tv stations that recently changed their frequency and have had no luck getting those stations back. We used to get the channels no problem and now there is nothing.

Ticket: # 3612760 - failure of Comcast to adequately credit me for inferior cable service

Date: 10/22/2019 2:19:03 PM

City/State/Zip: North Miami, Florida 33181

Company Complaining About: Comcast

Description

It took me 14 months from date of first complaint to resolve a reception issue that affected all cable service in our house. Comcast made multiple service visits during this period with no successful resolution. We would experience frequent "hiccups," a momentary freezing of picture and sound that made watching unenjoyable. Finally, after 14 months, the service issue was resolved, but when I then when I contacted Comcast to discuss a suitable credit for the inferior service we had received over that 14 months, the offer I received was ridiculous.

Ticket: # 3612776 - AT&T billing

Date: 10/22/2019 2:21:52 PM

City/State/Zip: Clearwater, Florida 33755

Company Complaining About: AT&T

Description

Postal Mail Ticket#29150 Ready For Data Entry

Ticket: # 3612777 - AT&T/DirecTV bill not what we were told

Date: 10/22/2019 2:21:52 PM

City/State/Zip: Saint Augustine, Florida 32084

Company Complaining About: AT&T

Description

We have been overcharged for the last 3 months. We've reached out numerous times, been told one thing, then another. Our bill supposedly was taken care of and under control, but now it is outrageous again. We've been customers for over 20 years and are getting to the point where it may be better to switch to a different company. Upon trying to resolve through AT&T, we were lied to and given a false number for the office of the president that seemed to be a scam. Tried reaching out to the same people we have the last few times from the President's office and all numbers/emails are fake or not in use, which is unacceptable for the "office of the president". We were also told last time we could reach out to them again, only to find no one is available or responding. Need this taken care of and fixed or cannot do business with them in this regard anymore. Too many other options that are way more affordable, especially for "Platinum" Level membership.

Ticket: # 3612817 - Direct TV Contract Dispute

Date: 10/22/2019 2:30:37 PM

City/State/Zip: Frisco City, Alabama 36445-5637

Company Complaining About: Directv

Description

Haven't had local NBC affiliate on my Direct TV since July 4, 2019 because of contract dispute. Should be getting bill credit each month without having to call customer service and complain or they should be giving us NBC from another source. We live in a rural area that is not receiving NBC on antenna.

Ticket: # 3612818 - bill

Date: 10/22/2019 2:30:41 PM

City/State/Zip: Collingdale, Pennsylvania 19023

Company Complaining About: Comcast

Description

I called about having service put on in my name and it was put on add the 13th I believe of March and I was told before the service was put on that I would get a bill within 30 days and I received a bill within 10 days to be paid I called up and complained about that him and then I called to find out if I could have my date changed with till the 13th which would be a month of service I was told once my bill was a zero balance I could do that and then when my bill was zero balance I called up to have the date change so the date of when I would pay the bill and last month I received an extra \$75 on my bill I called up about that and I asked for a supervisor I spoke to someone who said they were such a supervisor but I don't believe that where I've even one up to the payment center to see if I can get this corrected and no correction they will not change my bill I was also informed that it was a prorated charge on my bill him I feel like something should be done I would like to have the \$75 taken off my bill him my wife is disabled and we need the phone because of her being disabled thank you

Ticket: # 3612839 - Spectrum overcharging

Date: 10/22/2019 2:34:53 PM

City/State/Zip: New Smyrna Beach, Florida 32169

Company Complaining About: Spectrum

Description

I recently took advantage of a Spectrum promotion which offered Spectrum TV choice and Spectrum internet at a set rate for one year. After two months they increased my bill by \$5.14 a month, \$85.56 to \$90.70 . I called them and was told they could not do anything about the increase. Even though that's what I was told and what the contract said. If they do this to all their customers its a huge profit for Spectrum and ripping consumers off.

Ticket: # 3612841 - elevatedradiofm.com

Date: 10/22/2019 2:35:15 PM

City/State/Zip: Sewaren, New Jersey 07077

Company Complaining About: Elevatedradiofm.com

Description

Fraud! I was promised a new website on March 19, 2019. Never received it. Promised a Professional Video with Facebook/Twitter promotion of upcoming radio shows. I was told that I had sponsors that wanted to do a pilot for Discovery Channel, that the company Pegasus was involved.

Ticket: # 3612873 - Operational Status of WJMG, WGDQ, and WORV

Date: 10/22/2019 2:41:47 PM

City/State/Zip: Hattiesburg, Mississippi 39404

Description

This complaint is in reference to the following broadcast stations licensed to Circuit Broadcasting Company:

- (1) WJMG(FM), Hattiesburg, Mississippi (Facility ID No. 11226)
- (2) WGDQ(FM), Sumrall, Mississippi (Facility ID No. 68907)
- (3) WORV(AM), Hattiesburg, Mississippi (Facility ID No. 11227)

WJMG, WRDQ, and WORV have been off the air since at least January 1, 2019, and have been off every day since then. It is likely that WORV has been off the air for many years prior to January 1, 2019. I have monitored them every day since then. They have never been back on the air. The power is cut to the studios and the transmitter sites. To my knowledge, neither a silent notification nor a request for Special Temporary Authority to remain silent has been filed for any of the stations since January 1, 2019.

I request that the Commission quickly investigate the status of these stations as soon as possible.

Ticket: # 3612889 - COMCAST-XFINITY

Date: 10/22/2019 2:45:28 PM

City/State/Zip: Denver, Colorado 80231

Company Complaining About: Comcast

Description

CONTRACT EXPIRES 7-2020! COMCAST RE-NEGOTIATED TV CHANNELS 9-2019. TCM-501 INCLUDED IN ORIGINAL CONTRACT. BILLING TCM-501 AS OF 10-2019-\$11.00 P/M DUE TO RE-NEGOTIATIONS. COMCAST CAN RE-NEGOTIATE CONTRACTS & REMOVE A CHANNEL FROM ORIGINAL CONTRACT & NOW CHARGE FOR THAT CHANNEL UNDER "RE-NEGOTIATIONS?" CONSUMER CAN'T RE-NEGOTIATE THEIR CONTRACT? HOUSTON WE HAVE A PROBLEM! CAN'T HAVE IT BOTH WAYS! WHAT IS GOOD FOR THE GOOSE IS GOOD FOR THE GANDER! PRE MEDIATED EXTORTION OF CONSUMER! PLEASE RESOLVE, AS COMCAST HAS BILKED MILLIONS FROM CONSUMERS CONTRACTS UNDER THE GUISE OF "RE-NEGOTIATION OF CHANNELS!"

Ticket: # 3612914 - Rebuttal 3549892

Date: 10/22/2019 2:48:50 PM

City/State/Zip: Clearwater, Florida 33756

Company Complaining About: Frontier Communications

Description

First of all, I only had service with Frontier for only (3 Days), Only (3 Days). My Spectrum service was re-connected on 9/19/19. And it is true, I did select the Custom Essentials TV package. But Mr. Self, (The person I spoke with from Frontier) did not listen in on the conversations that I had had with the first two previous sales people I had spoken with, only with the third sales person. Which quoting channels that they said was on the Essentials package that weren't part of that package all, but part of different package. Nor did Mr. Self address my complaint about trying to cancel my service with Frontier. Customer service person tried numerous times to sell me other products. I said No, and they kept trying to sell me more produces which I did not want or need. I just wanted to cancel Frontier services. Then they tried to intimidate me by telling me I will have to pay cancelation fees, and contract fees and I just said to him, just cancel me. Then he stated more fees I would have to pay continuing to try to intimidate me. I did not sign a contract or acknowledge any contract. I could not believe this was happening.

Why would I file this complaint;

1. I did not get an email form Frontier until their installer was here and he had called frontier to have it sent to me. When I had gotten in on my phone, I only really looked at the price of the service. I was not allowed the time to really go over it, because the installer was right in front of me starting to connect the Frontier service.
2. I called Frontier that afternoon my services was turned on by Frontier to tell them I didn't get what I thought was the channel lineup which I had spoken to by three different sale people. The Customer Service person (Hung UP on me...
3. That evening I called Spectrum to see if they would re-connect my service after I had already returned their equipment to the Spectrum store outlet, which took over an hour.
4. I called back Frontier the next day, and spoke to a Customer Service and told them what had happen, and told them that Spectrum would be over the next day to turn on my service. I did that to give Frontier the chance to make it right and address my concerns. The customer service person I had spoken to from Frontier said "No Problem" we will make it right for you, and she sent me to your Retention dept. I spoke to a person in the retention dept who said she was a manager. She told me that there was nothing she could do. I said to her that you can't keep customers this way.
5. When I when back to Spectrum on 9/19/19, which I did send the bill from spectrum state my start date. I did get less channels and my monthly bill would be higher than Frontier. And the reason I did that was because Spectrum did not lie to me. I knew what I was getting up front.
6. And most of all, the BAD CUSTOMER SERVICE I had received from Frontier. How in the world can they keep their customers that way?

And again, why would I file this complaint and pay more?

- Because with frontier, I was lied to, hung up on, and your sales and customer service people basically did not care.
- They did not care what or how they spoke to me or did not want to take any steps to correct any of my concerns, even if I was right or wrong, it just didn't matter to them.

Ticket: # 3612915 - Loss of channels

Date: 10/22/2019 2:48:53 PM

City/State/Zip: Attalla, Alabama 35954

Description

Prior to the changes in frequency we received 33 channels. Now we get 13. I am not happy at all. You need to adjust them. Some people don't have cable and depend on the antenna.

Ticket: # 3612917 - Extremely high microwave readings passing through house

Date: 10/22/2019 2:48:59 PM

City/State/Zip: West Chester, Pennsylvania 19380

Company Complaining About: Don't Know

Description

I am attaching four of many microwave readings that are passing through my house from what appears to be my neighbor's window with approximately a 19 second frequency. I stopped a zoning change for a house lot next to mine that cost both developers & investors \$650,000. That was when the microwave began in both my upstairs (when there) and my downstairs (when there). The microwaves follow my movement. I was told by a reliable source that the neighbor is getting paid by allowing the builder's team to use his house for channeling the microwaves. Readings outside my neighborhood (when I drive elsewhere) are measuring between 1 and 18. However, using the same instruments (while in my house) the readings measure anywhere between 480 to 600 and this has been going on for 24 x 7. This happened long enough to cause prostate cancer, migraines, nausea, balance issues and burn marks on my body. There are too many other characteristics to go through right now. Can you please help. I am a senior citizen 70 years old and should not have to go through this constant harassment from my neighbor's house by people I have never seen prior to the zoning issue. Thank You. (b) (6)

Ticket: # 3612935 - Direct T.V Bill

Date: 10/22/2019 2:53:18 PM

City/State/Zip: Pine Bluff, Arkansas 71602

Company Complaining About: AT&T

Description

My wife and I called Direct T.V on the 22nd of October 2019 because our service was suspended. Due to no fault of ours. My wife was on the phone for 4 hours with several different agents telling her many different things. We need to know what happen to our money the received. We gave them confirmation numbers from the bank transactions. We need help really bad can you please help us, we have been with direct t,v since 1991 and have always paid our bill.

Ticket: # 3612939 - Service/Billing

Date: 10/22/2019 2:54:06 PM

City/State/Zip: Miami, Florida 33142

Company Complaining About: Comcast

Description

Comcast is his carrier

He has TV & Internet

He received a bill for \$400.00 with a past due

His normal bill is \$107.00 or 108.00.

It is impossible that it should be so high.

Resolution:

He wants them to re-evaluate his bill.

He wants the amount that he originally was told him.

They are pressuring him to pay, and they are not nice or polite to him.

He is waiting to get an answer for a job.

He would like to set up payments.

CTR394-phone

Ticket: # 3612946 - TV Outage

Date: 10/22/2019 2:54:50 PM

City/State/Zip: Benton, Wisconsin 53803

Company Complaining About: Mediacom

Description

Since October 18, I have not have reception from Channel 3/CBS out of Madison, WI. I have called, left messages, gotten no callback or ever reached a human. Today' recording states, "tower work is being done and reception will be limited until the end of November. We are sorry for the disruption in service." It was posted on the channel for several weeks that if you were using an antenna, you would need to rescan your channels. Cable and satellite service was not be affected. I have cable and others with it are experiencing the same issue. I know that others with a different provider are not having the problem. Thank you!

Ticket: # 3612955 - Locan channels

Date: 10/22/2019 2:57:38 PM

City/State/Zip: Southfield, Massachusetts 01259

Company Complaining About: Dish Network

Description

WE have satellite TV. We live in so. Berkshire Co. Mass. We were assigned Albany for our local stations. We live only 1/4 mile from CT. border. The news and weather from Albany realy doesn't effect us. We should be able to choose our local stations! Hartford would be best for our vewing for weather & news. How can we get the local staation we like. How do we go about it. We should have the right to choose the station we like.

Thanks

Ticket: # 3613016 - DirecTv

Date: 10/22/2019 3:08:51 PM

City/State/Zip: Burlington, North Carolina 27215

Company Complaining About: Directv

Description

I am filing this complaint because of the billing/autopay with Directv and feel that I should not have to pay the cancelation fee if charged because they caused the issues with their billing system.

Ticket: # 3613056 - Comcast loud commercials

Date: 10/22/2019 3:17:30 PM

City/State/Zip: Spokane, Washington 99223

Company Complaining About: Comcast

Description

I have comcast cable and the increase in loudness of their commercials is getting ridiculous. I have to turn down the volume at least 6 notches on almost all their commercials. E.g. my volume is at 12 for the actual program. The commercial comes on and blasts so loud I turn the volume down to a 7 or 8 to make it the same volume as the actual program. Then when the program comes back have to turn the volume back up. They need to stop this.

Ticket: # 3613136 - Threatening Ads

Date: 10/22/2019 3:34:46 PM

City/State/Zip: Wilmington, Ohio 45177

Company Complaining About: Abc, Nbc And Cbs In Ohio

Description

TV ads in the Cincinnati and I assume other areas have been showing ads that are trying to scare people into refusing to sign a petition for a referendum. They say China will get your info, China is taking over our power and if you see someone circulating the petition call a certain number. I understand people circulating the petition have been harassed and their cars have been damaged. There needs to be a law prohibiting this kind of scare tactic. It is interfering with the peoples' right to determine how we want our tax dollars to be used.

Ticket: # 3613142 - AT&T Bundle Service Billing Complaint

Date: 10/22/2019 3:35:27 PM

City/State/Zip: Inglewood, California 90303

Company Complaining About: AT&T


Description

- *Consumer cancel AT&T cable service on 10-9-2019 to turn off service.
- *Direct TV cut off service on 10-12-2019
- *Consumer have a bundle package with AT&T and Direct TV. .
- *Carrier billing in the amount of \$ 188.40.
- *Carrier telling consumer they will credit her on next month bill.
- *Consumer is disabled and can not afford to pay \$ 188.40 , that why she had cable TV service cut off.
- *Consumer can pay \$ 83.00 dollars due on November 2, 2019 due date.
- Consumer want her bill adjust,so she can pay \$ 83.00.
- *Consumer waiting for AT&T to send her box and a label so can return the DVR box back to AT&T.
- *Consumer spoke to Sunshine on 10-9-2019 and a supervisor name Tony on 10-18-2019.
- *Today Tuesday,, October 22, 2019 consumer have not receive the box and label in the mail from AT&T.

Ticket: # 3613150 - Extremely High Microwave Readings**Date:** 10/22/2019 3:36:41 PM**City/State/Zip:** West Chester, Pennsylvania 19380**Company Complaining About:** Not Known

Description

I am attaching four of many microwave readings that are passing through my house from what appears to be my neighbor's window with approximately a 19 second frequency. I stopped a zoning change for a house lot next to mine that cost both developers & investors \$650,000. That was when the microwave began in both my upstairs (when there) and my downstairs (when there). The microwaves follow my movement. I was told by a reliable source that the neighbor is getting paid by allowing the builder's team to use his house for channeling the microwaves. Readings outside my neighborhood (when I drive elsewhere) are measuring between 1 and 18. However, using the same instruments (while in my house) the readings measure anywhere between 480 to 600 and this has been going on for 24 x 7. This happened long enough to cause prostate cancer, migraines, nausea, balance issues and burn marks on my body. There are too many other characteristics to go through right now. Can you please help. I am a senior citizen 70 years old and should not have to go through this constant harassment from my neighbor's house by people I have never seen prior to the zoning issue. Thank You. (b) (6)



Ticket: # 3613169 - comcast cable change in channel lineup in packages

Date: 10/22/2019 3:39:21 PM

City/State/Zip: Burnsville, Minnesota 55306

Company Complaining About: Comcast

Description

In July 2019 I made a change in my cable TV package to the lowest priced package which included TCM channel. I was required to sign a 2 year contract at the time. Two weeks ago, without notice, comcast put TCM into a more expensive price package. So now I need to pay for a higher priced package if I want to still watch TCM. why do I have to sign a contract, but they do not have to abide by anything that I purchased? They told me they guarantee the price point, but acknowledge that channel lineup for that package may change. So for all practical purposes, they do not guarantee ANYTHING, but that they will offer SOMETHING for the same price point, not what I initially contracted for.

Ticket: # 3613187 - TV audio and video out of sync

Date: 10/22/2019 3:45:01 PM

City/State/Zip: Carol Stream, Illinois 60188

Company Complaining About: Comcast

Description

Audio is ahead of video.

Ticket: # 3613257 - am. fm blockage by Sirius

Date: 10/22/2019 3:56:37 PM

City/State/Zip: Orlando, Florida 32828

Description

After a trial subscription of Sirius radio a signal blocking my getting all am and fm radio stations is in place. only a Sirius infomercial will play. Lengthy discussions with Sirius representatives on 22 October have been told they can not stop that signal unless I re subscribe to their service. Service cancelled in March 2019.

Ticket: # 3613318 - Ongoing Service and Billing Complaints with AT&T**Date:** 10/22/2019 4:06:56 PM**City/State/Zip:** Niles, Michigan 49120**Company Complaining About:** AT&T

Description

I've been a proud customer with AT&T since July, 2018. I have services from them in two different locations, and over time there have seem to be service and billing issues, that i could not get full resolution over. In this year alone, i have been overcharged for services at one of my locations. (AT&T has been charging me for two accounts at one location) As a result of these new charges and issues, i have become extremely discouraged with the way my services have been handled. All of these matters have come on the heels of me losing a child during a freak accident, and i feel that the representatives of the AT&T just werent giving my ordeals the needed attention, prior to attempting to resolve and of my matters. This entire ordeal has stressed me out beyond limitations, and I'd like to have some thorough resolution to my business affairs with the company, by way of following up with this complaint letter to you guys.

Ticket: # 3613442 - Forced to pay for days after cancelation

Date: 10/22/2019 4:36:10 PM

City/State/Zip: Summit Hill, Pennsylvania 18250

Company Complaining About: Directv

Description

I canceled directv on october 10th 2019. I was no longer under contract at that point. I recieved an email on october 21st 2019 saying my service was only canceled that day. I called and they said they only turned it off on the 21st and would not issue the refund from the 10th to 21st that I am owed. I would like the money I am owed

Ticket: # 3613458 - No reception

Date: 10/22/2019 4:39:30 PM

City/State/Zip: Palatine, Illinois 60067-6235

Company Complaining About: Illinois

Description

We re-scanned our TV channels on October 18th, received reception for channels 7 and 11 as we were told we would but then lost them again. We keep re-scanning with no reception since that first day.

Ticket: # 3613472 - Spectrum Cable/Internet

Date: 10/22/2019 4:43:23 PM

City/State/Zip: Cocoa, Florida 32926

Company Complaining About: Spectrum

Description

Called Spectrum for residential service for cable TV and internet. They quoted me \$1949 to run cable to junction box. My neighbors on all sides of me have Spectrum cable. The Company said my house is a "special" circumstance. I asked for their proposal in writing to which they refused. Do they not have an obligation to provide service at a fair market value to all or do they have a license to charge at random?

Ticket: # 3613488 - LPFM operating in violation of the noncommercial rules

Date: 10/22/2019 4:46:28 PM

City/State/Zip: Watkinsville, Georgia 30677

Company Complaining About: The Athenian Multicultural Study Club

Description

I've attached audio samples aired on WPLP-LP Bulldog 93.3 in Athens GA of what we believe to be violations of the noncommercial rules.

Ticket: # 3613495 - Charged for not using service

Date: 10/22/2019 4:48:45 PM

City/State/Zip: Corona, California 92880

Company Complaining About: Spectrum

Description

I was charged for service after I cancelled one day after billing cycle started. They never mentioned this when I spoke with them.

Ticket: # 3613502 - ATT Manipulated us to Establish Services

Date: 10/22/2019 4:49:58 PM

City/State/Zip: Dayton, Ohio 45415

Company Complaining About: AT&T

Description

I was told that I would receive the Military discount on my Uverse TV and Internet in August and it is going in November there is still no discount. I was then told the delay was due to the advance purchase of the Samsung Note 10+ and the refunds would be added and backdated to August. LIE!!! I was also promised 4 \$150 gift cards for the wireless service and that did not happen, either. To date. I have 1 \$150 gift card, only 15% off wireless service and NO discounts on Uverse TV or Internet. I HAVE BEEN LIED to repeatedly and it sucks. I have had to pay my full Verizon bill off to switch over. (At one point, AT&T said they would pay that too... Yeah, right.) I could have and should have stayed where I was. I went online and placed my orders, as told. Went to the websites that I was directed to. I called, I took in the DD214. I did my part and AT&T has repeatedly dropped the ball. At one point, I was told that the Military could be combined with General Motors. If a lie detector test could be given, it would have determined that that too was a lie. Why is AT&T allowed to treat customers this way, why??? If I do not pay my bill, they will suspend me/cut me off without a second thought and charge me a reconnect. If using too much bandwidth they slow me down. WHYYYYY!!! Where is customer satisfaction??? Where are my credits and what I was promised? Why is AT&T not being held accountable? Is it because we are basically back to a monopoly in smaller areas???

Ticket: # 3613506 - Spectrum

Date: 10/22/2019 4:51:38 PM

City/State/Zip: Raleigh, North Carolina 27610

Company Complaining About: Spectrum

Description

My bill has increased twice in one year. Also when I first signed up My bill was 106.00 then it went to 111.00. After my year promotion I was told my bill would be 190.00 I hung up the phone called back talked with someone different they gave me 158.00 I hung up and called back again and a different agent gave me 138.81 and I agreed. Now my bill has went up again to 149.49. That's twice in one year. They also took all cinemax channels off because they no longer used them and there was no price adjustment. I had to pay the same price no discount at all only increases. I only have cable and internet the whole time. I have been trying all day to get on spectrum.net website so I can attach a copy of my bills here. But when I try to login in it just keeps running and running. All day 10/22/2019 ok now I have my paper copies 1st bill 109.83, second bill 112.62, 9/2018 to 11/2018 surcharge went up 8.85 to 9.95 and receivers 6.99 to 7.50. jan 2019 108.00, march 2019 surcharge went to 11.99 bill 111.05 unitl 7/2019 promotion end got 3 different quotes in the same day for the same thing I accepted 138.817/13/2019 bill, august 2019 one time charge 5.99 us HD never seen this on any bill total 145.15, now 3 parts of my bill has went up. I have been trying to get on their website for over an hour so I can give you my account number and supporting documents but it will not let me.

Ticket: # 3613508 - Service Fees

Date: 10/22/2019 4:52:12 PM

City/State/Zip: Orlando, Florida 32827

Description

Sirius advertises monthly rate at \$15.99 but then ads a Service Fee of \$3.42/month for U.S. Music Royalty. It's paid by everyone, and should be included in the advertised price. Not the same as a tax, different by location, city and state.

Ticket: # 3613529 - Comcast Billing Complaint

Date: 10/22/2019 4:58:29 PM

City/State/Zip: Ponace Grosse Pointe, Michigan 48230

Company Complaining About: Comcast

Description

Consumer see on her credit report Comcast billing in the amount of \$ 537.00 dollars for equipment she do not have.

*Bill from October 2017.

*Consumer return the equipment at end of October 2017.

*Reference number on credit report 7148-4650

*Collection agency- South West Credit System.

*Consumer do not have any Comcast equipment.

*Consumer return cable TV and internet equipment back to Comcast.

Ticket: # 3613530 - Verizon complaint

Date: 10/22/2019 4:58:44 PM

City/State/Zip: Lynn, Massachusetts 01902

Company Complaining About: Verizon

Description

(b) (6)

Ticket: # 3613567 - cable card from Optimum , Hauppauge , New York

Date: 10/22/2019 5:09:19 PM

City/State/Zip: Lake Ronkonkoma, New York 11779

Company Complaining About: Optimum

Description

I purchased a Silicondust HDHomerun prime Cable card tuner , Did a Lot of research & found positive feedback , about this tuner working with Optimum. Have received 4 cable cards & none of them have success with validation , which prevents me from receiving my DRM channels. They seem to no want to fix this.

Ticket: # 3613594 - Direct TV

Date: 10/22/2019 5:17:58 PM

City/State/Zip: Victor, New York 14564-8992

Company Complaining About: AT&T

Description

AT&T is in a dispute with ABC and have not gotten to see network TV since July. Yet we are paying full price for the service. We don't have many choices. This is so unfair that the little guy always gets hurt....not right! Please make them give us a refund

Thank you

Ticket: # 3613618 - TV billing issues

Date: 10/22/2019 5:27:23 PM

City/State/Zip: Mobile, Alabama 36608

Company Complaining About: Comcast

Description

- Consumer stated that her husband died and now she had to contact comcast
- Consumer was told that there was a bill owing from 2009, but the statutory limits were met.
- Consumer stated that in October-November, 2018 she got an iphone and a technician was sent out to install security system and to install cable.
- Consumer immediately cancelled the security system because she didn't like the function
- Consumer had service for 25 days and was billed \$624.
- Consumer was quoted less than \$100./month for phone and cable service
- Consumer contacted provider and they researched ALL her records and now they're billing her for bill from 2009.
- Consumer sent the phone back and cable disconnected
- Resolution: Consumer wants to know why they lied and set up new service.
- Consumer wants itemized bill for \$624. And her account credited.

CTR411-phone

Ticket: # 3613623 - Interference with television and radio signals (and phone clone)

Date: 10/22/2019 5:28:59 PM

City/State/Zip: Charlotte, North Carolina 28210

Company Complaining About: Over The Air

Description

I use OTA television and a standard cd player. My neighbors have a device that interferes with both. They scramble the picture on the television. I think that they are stealing my antenna signals. Also, when I listen to my radio with headphones, a voice comes on the speaker. I am not technical. I don't know how they do this. It is annoying and unwanted harassment. I live in apartment 305. I am certain that one of the apartments involved is 405. There is also another tenant but I am not sure of the unit.

I want to use my phone, television and radio cd without interference.

Ticket: # 3613641 - Unknown VHF signal interference 142.6 MHz to 144.3 mHz

Date: 10/22/2019 5:35:18 PM

City/State/Zip: Sedgwick, Kansas 67135

Description

This affects receivers approximately 30 miles away from the source, centered around an area of South Newton, Kansas. There is a wide rf signal unstable signal that sweeps, normally up in frequency, between 142.6 intermittently to 144.3 mHz. It usually jumps approximately 1.2mHz at undetermined time intervals.,

Ticket: # 3613651 - Not able to recieve the local channels on antenna TV

Date: 10/22/2019 5:38:38 PM

City/State/Zip: Marion, Ohio 43302

Company Complaining About: Private Antenna

Description

We recently lost the ability to watch ABC6 WSYX out of Columbus OH. This has been blank now for days. We seemed to have lost FOX WTTE out of Columbus, months ago also. Are they required to provide access to antenna TV customers in this local area? What do we need to do to get back our viewing ability? Both broadcasting channels show one single address of (b) (6) Columbus OH 43215.

Ticket: # 3613685 - TV Land cable- Viacom

Date: 10/22/2019 5:53:18 PM

City/State/Zip: Asheville Nc, North Carolina 28801

Company Complaining About: AT&T

Description

They stopped having closed captions, or legible closed captions

Ticket: # 3613726 - rescanning does not work

Date: 10/22/2019 6:09:08 PM

City/State/Zip: Woodridge, Illinois 60517

Company Complaining About: Us Government

Description

Before October 18, 2019 I was able to receive all local channels on rabbit ears with a loop inside my home. I live in Woodridge, IL. As of yesterday October 21, 2019 every local channel would break-up. Is this away government is helping cable TV providers?

Ticket: # 3613751 - Not receiving all channels

Date: 10/22/2019 6:19:38 PM

City/State/Zip: Porter, Texas 77365

Company Complaining About: Sudden Link

Description

I have not received all paid for channels since the beginning of Oct. I get some but not all. At least 20 calls and numerous hours spent on my end trying to get this resolved.

Ticket: # 3613756 - Cable tv complaint

Date: 10/22/2019 6:21:01 PM

City/State/Zip: Bronx, New York 10463

Company Complaining About: Optimum

Description

Optimum received a payment from my bank did not apply to my account, disconnected my services asked me for more money and refused to post initial payment to my account and denied receipt of funds from my bank. I filed a claim with my bank and Optimum still says they did not receive payment. If Optimum would admit they made a billing error and post the funds to my account on that day I have instructed my bank to drop dispute I am not paying a month in advance or reconnect fee or for the month of September when they disconnected my services on 9/13/19 after receiving payment on 9/6/19.

Ticket: # 3613776 - ATTN; ROSEMARY HAROLD - ABUSE / FCC ENFORCEMENT

Date: 10/22/2019 6:28:18 PM

City/State/Zip: Las Vegas, Nevada 89109

Description

From: (b) (6)

Sent: Tuesday, October 22, 2019 3:06 PM

To: PIO <PIO@LVMPD.COM>; dainfo@clarkcountyda.com; sheriff@co.nye.nv.us

Cc: (b) (6)

Subject: 4449 Koval - radio assault with electrical

We are on a job site of Caesars corner of Harmon & Koval, we have a mess of scammers, abusers, stalkers & assaulting electrical hitting right ear with some cop kids at 89121, 89129, 89147, 89109, 89172, 89148, 89178, 89135, 89134, 89117, 89128, 89118, 89113, 89124 (cold creek, nv – violent), 89161 (blue diamond hwy 159 & Podesi/Mnt Springs), 89061 Burson Ranch & 89060 – severe trafficking, abuse, contract schemers, hate groups, (most all wanted criminals or severe felony records pulling scams A SEVERE PUBLIC NUISANCE). SHUT THESE ABUSIVE BLACK RADIO DOWN, CASSANDRA, KI, CHARMAINE, HISPANICS (TRE), THERE IS A SO-CALLED TRE ON RAY CHARLES LINE (J&J SECURITY), TITAN TOWING, KYLE (FILIPINO WITH JACQUELINE WOODS KID 89135 100 PARK RUN AND ACROSS THE STREET – NORTH TOWER PARK DOWN PATH THROUGH GATE ALMOST TO THE END LEFT HAND SIDE POOL SINGLE STORY INVOLVED WITH RUSSIA GUYS “GAME OVER” 4 BLOCKS FROM PRES PUTIN, 3 BLOCKS DOWN – RED BRICK HOME); CHARMAINE (1 WHITE COLD CASE KILLER, RAY CHARLES DAUGHTER, HE IS WHITE, CHARMAINE – BLACK PINE PLAZA APT BOTH OF THESE FEMALES WANTED, CHARMAINE – BLACK BELOW “JASON MYERS DOUBLE” SUNSET CLIFFS APT DURANGO & PEBBLE – 2 BLDGS BACK CORNER OF DURANGO & PEBBLE ON PEBBLE SIDE); RAY CHARLES & TRE (THIS ONE RESIDES NEXT TO ROBERT FISHER IN NLV 89031, HE HAS BROUGHT 32 WANTED FBI PEOPLE TO NYE COUNTY & PLACED 4 EACH AT THE TRAILER PARKS, 2 BLACKS ARE WANTED FOR MURDER FOR HIRE & HAVE AN AD PLACED NOW LAKESIDE RV, SENT PREVIOUS EMAIL; 4 HISPANICS BEHIND POURHOUSE CASINO TRAILER PARK OFF HWY 160, SEVERE ASSAULTING LAST NIGHT) TODD – BLACK RADIO HAS ALL BACK, JACKSON LVMPD 89121MIS SUPPOSE TO TAKE CARE OF THESE LVMPD WITH DANIEL JACKSON, CRIMES CRIMES CRIMES & I AM NOT SUPPORTING THIS GARBAGE & YOU CAN TELL THIS ASSHOLE HE & CHARMAINE MONEY GRUBBING SCUM TO STOP USING ME NOW! HIS SO-CALLED PARTNER WITH KIDS ARE AS BAD AS THEY ARE 89129- DEAL WITH YOUR CORRUPT COPS, & STOP USING ME FOR YOUR MONEY CRIMES & FEEDING YOU SO-CALLED POV’S...CHARMAINE HAS MURDERED THROUGH POISON AND 14 DHL’S SENT TO HER PLACE FROM AMONIA BEING PLACED IN DRINKS & SPLIT BETWEEN 4 PEOPLE TO INCLUDE THE JASON MYERS DOUBLE ABOVE HER, SHE HAS 184K IN CASH & ABOUT THE SAME IN HER SO-CALLED LLC ACCOUNT, NO LICENSE, USING TRUMP FOR EMAILS & COLLECTING APPROXIMATELY \$80K ON HIS SO-CALLED CAMPAIGN, LET THIS IDIOT FEED HER POV!

I AM SICK & TIRED OF REPORTING, PLEASE GET THESE FBI AGENTS OUT OF KATRINA’S HOME & BACK WORKING & PICK THIS GARBAGE UP 89128. SHUT THEM DOWN!

(b) (6)

ASSISTANT PROJECT MANAGER

—

HARRIS

Las Vegas , NV 89118

C. 702.250.1635

O. 702.732.2545

harriscompany.com

NV

LIC:

0081352, 0081353, 0081354

Ticket: # 3613787 - Billing change

Date: 10/22/2019 6:33:27 PM

City/State/Zip: Boca Raton, Florida 33487

Company Complaining About: Comcast

Description

I have a 2year contract with Comcast & the changed the billing for TCM which was included in the contract. Without notice they removed it from contract and now charge extra.

Ticket: # 3613849 - wfaa - abc - dallas/ft worth

Date: 10/22/2019 6:51:02 PM

City/State/Zip: Lake Dallas, Texas 75065

Company Complaining About: None

Description

something needs to be done with this channel - I could not watch debate - kept going in and out (I have TV antenna). just now it lost sound and picture was scratchy. please gave WFAA dfw CHANNEL 8 fix their over the air signal

Ticket: # 3613850 - Loud TV Commercial Report

Date: 10/22/2019 6:51:10 PM

City/State/Zip: Pearland, Texas 77581-5403

Description

Subway commercial is significantly louder than regular programming.

Ticket: # 3613858 - Loud TV Commercial Report

Date: 10/22/2019 6:55:28 PM

City/State/Zip: Pearland, Texas 77581-5403

Description

Commercial is significantly louder than regular programming. This has been happening for over a month at approximately the same time on the same station in the same program.

Ticket: # 3613873 - Comcast using Encryption to Breach Pre-Existing Multi-Year Bulk Contract Obligations

Date: 10/22/2019 7:02:54 PM

City/State/Zip: Fort Lauderdale, Florida 33301

Company Complaining About: Comcast

Description

I am a homeowner in NuRiver Landing Condominium in Fort Lauderdale, Florida. We have many issues with our 2006, 2009 (amended) bulk contract with Comcast and our Board has hired attorneys to write to Comcast to no avail. My understanding from our Board and building management is that Comcast has not even responded to our complaints for years. The fundamental issue that I am complaining about is a bulk video contract with Comcast that our condominium (409 units) has been subject to since 2006. I understand the Commission's decision, report, and orders surrounding encryption back in 2012, but I do not think the intent was for Comcast to use encryption as a means to avoid its pre-existing contractual obligations under the terms of bulk multi-year contracts with communities that were originally guaranteed non-digital service to every coaxial outlet in units. This is the situation at NuRiver Landing and I am paying for service priced at a top tier level with a 6% annual escalator that I fundamentally do not receive since encryption.

Our building had a contract through 2020 that guaranteed basic (non-digital) cable to every coaxial unit in the residential units. This is how our contract was priced. My unit has 7 coaxial outlets and Comcast has inappropriately charged myself and most other residents to get set top boxes and has breached its obligations under the terms of our contract from 2006 that stated: "The Company agrees to provide Preferred Service consisting of "Basic 1" and "Basic 2" tiers to all existing outlets in 409 units."

I have not received service to over 6 coaxials in my unit for the entirety of my ownership. This is not what was guaranteed in the contract when I purchased my unit. I am told by Comcast representatives that I am only guaranteed 1 DTC and that I must pay \$6.99 for each DTA. This is not what I was guaranteed as a participant in this bulk contract. 6 of the coaxials in my unit are useless now.

Can you please respond to me so that I can further explain the breach to our bulk contract at our building. I am wondering what other communities in South Florida have been similarly affected by Comcast's use of encryption to renege on their obligations under pre-encryption bulk service contracts.

Ticket: # 3613886 - Cancel Service

Date: 10/22/2019 7:09:44 PM

City/State/Zip: Acworth, Georgia 30102

Company Complaining About: Comcast

Description

I called to cancel my service and was told since I am a former employee, I need to contact courtesy. I asked for the number, after a lengthy hold was told she don't have the number to go through my emails and find the confirmation email. I explained I used comcast work email and I no longer have access. Rep replied oh well.. I requested a supervisor and rep refunded to transfer me to a supervisor

Ticket: # 3613907 - reception from attic antenna. Local channels don't come through.

Date: 10/22/2019 7:17:19 PM

City/State/Zip: Hot Springs Village, Arkansas 71909

Company Complaining About: Ge Attic Antenna

Description

Just installed a new GE antenna in my attic. I have tried to orient the direction in almost every direction and only get one channel consistently. Missing is PBS ABC and only partially receive NBC.

Ticket: # 3613909 - Cable Lines not buried

Date: 10/22/2019 7:19:32 PM

City/State/Zip: Acworth, Georgia 30101

Company Complaining About: Comcast

Description

Cable line not buried for 6 months.... 20 calls and still no completion date.... Escalation department provided no assistance..... Halloween is approaching and this cord, which is over 200 feet long on both sides of the street, presents a tripping hazard....

Ticket: # 3613918 - Comcast outdoor aerial cables installation

Date: 10/22/2019 7:23:23 PM

City/State/Zip: Miami, Florida 33156

Company Complaining About: Comcast

Description

I am living in a property in the corner of two roads in Pinecrest - Miami, FL.

Very recently FPL the company of electricity distribution, decided to install their electrical cables underground, which is the right thing to do, particularly in that area of Florida subject to hurricanes every year. Two years ago, during hurricane IRMA, we have been without Power, Internet and Cable TV for one week. in 2019 the risk was about the same.

At the time FPL was finishing to install their power cables underground, I contact the FPL manager responsible for the project to understand how many poles I would have in the right of way of my property after they finish their cables installation. They told me I would have 5 poles (2 new concrete new poles for FPL and 3 existing wood poles for Comcast). My property looks like a "festival of wood and concrete poles." I never saw a house with a total of 5 poles in the right of way.

I understand the reason of FPL having 2 concrete poles in the ROW of the property.

What I don't understand is why Comcast continue having 3 poles, and now their cables are crossing the aerial private parte of my property.

On the beginning of September for the first time I contacted Comcast Costumer Service to invite them to find a solution for the problem. They always ask what kind of solution I would recommend and I told them the ideal solution would go underground with their cables. It this would not be possible short period of time, than they would need to reduce at least one of the poles they are still using, but they should have plan to go underground.

After first contact I have to go back to them more than 10 times, without having any solution.

At the beginning of October, in one of the contacts they suggest me to go to one of their Comcast Stores to discuss the issue, which I did.

Again, until now no solution was present by them to the problem described.

Unfortunately and even worst, yesterday someone from the Store I went, contacted me and said that they had no solution and said that I was asking for a " LUXURY KIND OF SOLUTION ".

They are not seeing any need to change their installation, since everything is working perfectly according to their opinion.

Ticket: # 3613924 - Commercials louder than programming

Date: 10/22/2019 7:25:31 PM

City/State/Zip: Levittown, New York 11756

Description

All commercials louder than programming on freeform

Ticket: # 3613935 - Poor closed captioning

Date: 10/22/2019 7:30:52 PM

City/State/Zip: Auburn, California 95603-4667

Company Complaining About: Wave Broadband

Description

I have an ongoing problem with the closed captions provided by HBO through my cable company, WAVE Broadband. I have contacted both companies and each says it is the other's responsibility to provide the captions. My husband and I rely on the CC's. I would like to know who is responsible and why aren't the captions legible. HBO is the only network we cannot watch.

Thank you

Ticket: # 3613945 - Scan problems

Date: 10/22/2019 7:37:18 PM

City/State/Zip: Mcdaniels, Kentucky 40152

Company Complaining About: Antenna Tv

Description

Recent required scan for my area (40152zip) caused us to loose Channel 32 CBS. tried to rescan numerous times , still no channel 32.

Ticket: # 3613959 - Fraudulent Service**Date:** 10/22/2019 7:48:58 PM**City/State/Zip:** Sewell, New Jersey 08080**Company Complaining About:** Comcast

Description

December 2018 I was informed someone set up Comcast service in my name in Philadelphia, PA. I live in New Jersey and have never lived in PA. I have filled out a theft affidavit that Comcast requested I do. I have sent in my government ID and shown proof of where I lived. Each time I call Comcast they refuse to put a manager on the phone, the representatives will not give their ID or last name. They have sent the account to a collections agency and the credit bureau. I was able to get the credit bureau to remove the account. I have yet to get Comcast to call me and resolve this fraudulent account! Comcast Xfinity allowed the bill to reach to \$893.51! I found out the account was opened in Philadelphia when I called to move from Cherry Hill to Sewell NJ in December 2018 at that time I advised them if the service is in my name cut the service off! They would not. I was told they wanted to catch the culprits. They advised me whoever it was came in and picked up the equipment, which I have NEVER picked up equipment. I barely know how to change the channels! I advised them they have the address where the service was and they should have a picture of the crooks who picked up the equipment since they went into the store and yet they cannot manage to resolve this issue! Please help!

Ticket: # 3613975 - Local cleveland channel 19 reception issues

Date: 10/22/2019 7:58:29 PM

City/State/Zip: Kent, Ohio 44240

Company Complaining About: Fcc

Description

(b) (6)

i am having issues recieving the local channel 19 cleveland woio from the hours of 7:20 pm until 7:40 or until 9:00 pm. There are no apparent issues at any other time and i have contacted the station with this reception issue. Their responce involves the radio station WONE 97.5 transmission issues and CPFL transmission issues from Canada. I know I am fringe but I switched from passive to active antenna. what the heck??

Ticket: # 3613983 - Suddenlink cable service

Date: 10/22/2019 8:05:13 PM

City/State/Zip: Rusk, Texas 75785

Company Complaining About: Sudden Link

Description

Cable service not working due to down line. After scheduling & rescheduling our service is still not working. It's been over a month. Only one serviceman sent out & he won't fix it because he said it takes men & a bucket truck. Now it has been reached for January 3, 2020. My disabled mother lives in the city limits & cannot get her line repaired. Please HELP. Thank you.

Ticket: # 3613998 - 1 year cable contract

Date: 10/22/2019 8:20:46 PM

City/State/Zip: Brunswick, Ohio 44212

Company Complaining About: Wow

Description

On 9/19/19 I contacted WOW my current cable provider because my current contract was to expire. After discussing the options with WOW I was given a 1 year contract which I verbally confirmed of \$115.43 a month. This included a \$5.00 discount for automatic pay rent that was out directly on my credit card. I was sent a paper bill for \$125.31, and I contacted WOW 10/21/19 about the amount and my contract for monthly 115.43, I was told that there was a mistake and that someone was supposed to contact me. No one ever contacted us and WOW stated they would not honor the contract price agreed upon in 9/19/19. I was told on 9/19/19 that the services that I currently had would NOT change! I repeated that to the rep multiple times and his response was yes. That interaction was taped by WOW and I want them to honor that contract.

Ticket: # 3614004 - Cancellation fee not paid as promised

Date: 10/22/2019 8:22:44 PM

City/State/Zip: Little Elm, Texas 75068

Company Complaining About: Sudden Link

Description

I started using Alice Suddenlink2GO when the switch offer was made that they would pay any cancellation fee to cancelled providers. I sent them the paperwork on four different occasions, the last I faxed and waited for an answer, two months later they tell me again they don't have the paperwork.

Ticket: # 3614014 - Directv local channels

Date: 10/22/2019 8:25:47 PM

City/State/Zip: Dixon, Missouri 65459

Company Complaining About: AT&T

Description

My elderly parents recently changed their programming package with Directv. When Directv updated my parents programming package, they also changed the local channels they have received for years. My parents, who are in their 80s, live on the edge of Pulaski County and Phelps County Missouri. They have received Springfield Missouri local channels, now they are receiving St. Louis channels. Storms in their area come from the Southwest (Springfield Missouri) and my parents need to receive their weather and news from that area, not St. Louis. Please correct this problem. Directv says they cannot change this. So I need this fixed as soon as possible.

Ticket: # 3614020 - Comcast Xfinity -- changing my service with no notice

Date: 10/22/2019 8:32:12 PM

City/State/Zip: Fairfax, California 94930

Company Complaining About: Comcast

Description

Hi: I've had a Premium Triple Play package with Comcast for over 13 years. Currently am in a 2-year contract for existing service. In Sept, Comcast dropped all the Cinemax channels I had received for over 13 year and substituted it with a low cost channel I've never heard of with absolutely no notice. I was told I suddenly have to pay "full" price to add Cinemax channels as an extra for a higher cost. Comcast reduced my service but still charged me the same amount as before. I now read they're planning to do the same thing with all 17 Starz/Encore channels I currently receive....they plan to swap it to much less expensive EPIX with a fraction of the channels and weaker content -- changing another service I've paid for as part of my package without notice, giving me a lesser product/service, while continuing to charge me old prices that once offered much more. I only have one choice for high-speed internet/cable where I live and have no other option due to monopolistic behavior you are supposed to regulate. I read the DOJ is investigating the same issue of my complaint. thanks, (b) (6)

Ticket: # 3614030 - No tv signals

Date: 10/22/2019 8:49:08 PM

City/State/Zip: Arlington, Washington 98223

Company Complaining About: Over The Air

Description

I have been on HD antenna for two years with almost no problems 16 to 20 channels. Sense they have re-tuned the signal on 10-19-2019 I have maybe two channels at best. Live in Arlington WA 35 miles from Seattle

Ticket: # 3614039 - Called multiple times

Date: 10/22/2019 8:53:33 PM

City/State/Zip: Fort Mohave, Arizona 86426

Company Complaining About: Sudden Link

Description

I called multiple times and have gone in the office and have gotten no help and no one answers. I have been on hold for longer then an hour before I gave up. I just wanted to talk to someone about my bill. Worse customer service ever. All I wanted was to make payment arrangements and finally someone picked up and he could do anything and then put me back on hold for a supervisor.

Ticket: # 3614063 - Hulu loud commercials

Date: 10/22/2019 9:15:21 PM

City/State/Zip: Temple, Georgia 30179

Description

Hulu commercials are twice as loud as regular programming. This is very annoying and hurts my hearing.

Ticket: # 3614071 - Horrendous Comcast product and service

Date: 10/22/2019 9:21:31 PM

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

Company Complaining About: Comcast

Description

Have Comcast Business. Added Comcast TV service. Spent two hours trying to set it up. Wouldn't work because it was not set up properly in Comcast end. Spent 30 minutes trying to reach a CR rep. Kept getting hung up on. Sending someone out for their incompetence as usual.

Ticket: # 3614090 - malicious interference on 3.860 MHz and 3.822 MHz

Date: 10/22/2019 10:00:38 PM

City/State/Zip: Mitchell, Indiana 47446

Description

Call Sign WA7FCF consistently provides malicious interference on the subject frequencies above and other frequencies. This is not the first time, but this is the first time I've had enough of his malicious interference to other amateur operator. What can I do to make this stop? How can I help to report this kind of nonsense on the amateur community?

Ticket: # 3614110 - Impossible to get cable card

Date: 10/22/2019 10:22:58 PM

City/State/Zip: Lyman, South Carolina 29365

Company Complaining About: Spectrum

Description

I originally placed an order for a cable card on 9/29, Order Number: 1001255004501083.

I was told I could get a cable card mailed out to me and would have it in 2-3 business days.

The next week, I still had not received my card so I called back. I spoke with a nice lady on the phone who said she could see where the order was placed, but they didn't put it in right. She sounded very promising, and tried 2-3 different ways to put in the order. The system kept kicking it back, finally she said it was successful and again 2-3 days to receive.

The next week, I still hadn't received my card (2 weeks since initial order), so I called back and again they placed the order and told me 2-3 business days to receive it.

I ended up not wanting to wait another week (as I was already paying for service) so I took time off from work and drove down to the local office to pick one up.

The lady at the desk seemed confused, but went and fetched a card from a back room somewhere. When she returned I noticed it had a sticker on it "Activate by 9/9". I asked her if this would cause any problems, she shrugged and said "It shouldn't".

I go home, install the cable card and call to activate it. Of course, nobody at the cable card dept is capable of activating it. She ends up sending a truck out to my house, but it's another 2 day way.

The technician shows up at my house and is able to activate a new card he had on him, and everything works. However, I still haven't received the cable card that I was supposed to get in the mail at this time.

Fast forward another week, it's now 8/21 and I realize that I'm not getting all of my 275 channels, my box is only picking up 243. One of the channels that I want to watch doesn't appear.

I call in and ask questions about it, the representative says that I need a tuning adapter and he'd be more than happy to send one out.

Since I've had a bad experience thus far, and it doesn't appear their system will permit orders of cable cards or tuning adapters I follow up tonight on the evening of 8/22 to make sure the order went through. Sure enough, it has not gone through and there is no record of me having placed the order. The agent I spoke with placed an order.

However, if I was a betting man, and I'm not.... I would wager that the order just "disappears" and I will not receive this tuning adapter that I need to receive all of the channels that I pay for.

Spectrum makes it far too difficult to receive a cable card, and I even had one agent tell me "You must have an Apple TV to use a tuning card." I'm not sure how I would even use a cable card in an Apple TV as it doesn't even have the appropriate port.

Ticket: # 3614155 - Channel scanning

Date: 10/22/2019 11:46:24 PM

City/State/Zip: Delavan, Wisconsin 53115

Company Complaining About: Wisconsin

Description

Before this scanning we at least got some channels. Now we have scanned every day several times a day and cant get any channels. I am not happy with this new technology. Maybe you should offer free HD Antenna Boosters to help get something to watch since cable no longer carries the new station I prefer to watch.

Ticket: # 3614173 - illegal broadcasting

Date: 10/23/2019 12:25:16 AM

City/State/Zip: Denville, New Jersey 07834

Company Complaining About: Wnyc

Description

On October 23 at 12:18 am near (b) (6), Florham park, NJ, someone was broadcasting political commentary over 820 AM reserved for local public radio. The broadcasting did not match what was currently playing over the online stream. The broadcast consisted of political far-right rants

Ticket: # 3614176 - Profanity and intentional jamming

Date: 10/23/2019 12:34:34 AM

City/State/Zip: Altadena, California 91001

Description

Operator of amateur station KW6BUZ was broadcasting obscene, indecent and profane content on 3.908 kHz between the hours of 6am and 10pm local time on Tuesday 10/22/2019. Transmissions were continuous and effectively jammed the frequency.

Ticket: # 3614186 - Mediacom: FoxNews & FoxBusiness Channels DISTORED IMAGE/SOUND

Date: 10/23/2019 12:50:45 AM

City/State/Zip: Athens, Alabama 35613

Company Complaining About: Mediacom

Description

Mediacom Huntsville,Al 10/22/19..(7:00pm to 11:59pm, Turned off TV & went to Bed)
FoxNews & FoxBusiness Channels 62,248Non-HD & 775,856HD are so distorted image/sound I am not able to view them.. These are the ONLY 4 channels that are bad. The rest of under 200 channels NO problem. Called Mediacom & trouble shoot problem & no resolution. Sending repair person to my home to investigate/trouble shoot problem for FOUR channels. Laughing repair person to fix Four Channels out of 200 channels. This is a joke. Distortion is coming from some where & Mediacom CAN NOT FIND the problem. So they say...

Ticket: # 3614204 - Directv

Date: 10/23/2019 1:17:00 AM

City/State/Zip: North Las Vegas, Nevada 89084

Company Complaining About: Directv

Description

I keep getting bills from directv when I don't have an account with them anymore. My contract ended and I was paid in full on 8/16. They still keep sending bills and saying I haven't returned the equipment when I have a receipt proving I did. I already had to file a fraud claim because they keep taking money out of my account. They won't stop sending bills, but every time I call they say I don't owe anything.

Ticket: # 3614212 - Comcast is slowly and quietly removing channels from their package lineups.

Date: 10/23/2019 2:13:24 AM

City/State/Zip: Miami, Florida 33180

Company Complaining About: Comcast

Description

Comcast has been slowly and quietly removing channels for my package that I paid for it. They've already removed all the Cinemax channels oh, they removed TCM in October and plan on removing oh my Starz movie channels and replacing it with Epix movie channels starting on December 10th. For each of these channels or all the Cinemax or Starz channels together they're making me pay an additional fee which wasn't there when I originally signed up for these packages.

Also the DOJ is looking into the removal of Starz and whether or not to do a probe or not. Which I think the DOJ should definitely do a probe into removing Starz, Cinemax, TCM and every other channel they removed and plan on removing in the future.

The only thing that would solve my issue is replenishing those channels back to me and every single person that signed a contract while these channels were part of the package they chose. I think it's unfair that Comcast is just changing the lineup given that we signed the contract and he's channels should be provided in the contract. I honestly think it's a breach-of-contract to the customers.

Ticket: # 3614214 - No DTV or EAS

Date: 10/23/2019 2:17:22 AM

City/State/Zip: Dennis Port, Massachusetts 02639

Company Complaining About: Fcc

Description

Hello since the DTV conversion we have not been able to receive DTV broadcasts from ANY Boston TV Stations.

supposed to have repeaters installed in our area, and money was supposed to be set aside for Repeaters in our area.

I am disabled and live in Dennisport, MA 02639 WE HAVE NO ACCESS TO EAS BROADCASTS.

Ticket: # 3614217 - OTA television

Date: 10/23/2019 2:21:58 AM

City/State/Zip: New Madison, Ohio 45346

Company Complaining About: Sinclair

Description

We have lost half of our OTA channels. This is related to the rescan. Apparently the owner hasn't managed to restore service. How do you allow this to happen??

Ticket: # 3614225 - WE 102.9 promoted rape and sexual violence

Date: 10/23/2019 3:50:45 AM

City/State/Zip: Beaverton, Oregon 97007

Description

Alpha Media USA Radio station WE 102.9 aired a segment where the hosts discussed and promoted having sex with drunk girls, which is rape. They said it's ok to have sex with drunk girls "as long as the girl isn't so drunk she's throwing up", "if she seems to be hinting at it, even if she's drunk, then it's ok to have sex with her", and that their friend should have had sex with a drunk girl. Drunk women can't consent to sex. This is rape they are discussing and encouraging. I was sickened and horrified to hear rape being promoted and encouraged over the radio.

Ticket: # 3614233 - Returned Equipment fee

Date: 10/23/2019 4:32:08 AM

City/State/Zip: New Bern, North Carolina 28562

Company Complaining About: Sudden Link

Description

returned equipment to sudden link in May . then the \$350 reappeared on my bill . When finally talk to customer service they say I don't owe but cannot remove from bill. cant find anyone that can take care of this . trying for 4 months.

Ticket: # 3614234 - Outages

Date: 10/23/2019 4:52:34 AM

City/State/Zip: Ladera Ranch, California 92694

Company Complaining About: Cox

Description

Unannounced outages (planned by Cox) and not notified in advance to customers. When calling customer service I was advised service would be out for possibly 6 hours and they have no obligation to notify me at all. This is a scheduled maintenance by Cox that makes TV, Internet, and telephone unavailable. What if there was an emergency that involved me needing a landline ?

Ticket: # 3614237 - Loud Commercial

Date: 10/23/2019 5:13:37 AM

City/State/Zip: San Antonio, Texas 78213-3051

Description

Commercial for Family Leisure <https://www.familyleisure.com/> comes on extremely loud, so loud that TV volume has to be turned down considerably, then back up in order to hear the TV show. I have heard this very loud commercial every night for several nights. Commercial starts loud, stays loud. Channel is called KCWX DT2.

Ticket: # 3614261 - failure of Comcast/Xfinity to notify us of the loss of two channels

Date: 10/23/2019 7:30:49 AM

Company Complaining About: Comcast

Description

Fax Ticket#07107 Ready For Data Entry

Ticket: # 3614281 - Illegal increase for channels

Date: 10/23/2019 8:04:54 AM

City/State/Zip: Charlesron, South Carolina 29401

Company Complaining About: Comcast

Description

Parents have contract with Comcast for 24 months beg 3/2019 they would have Starz free for a year which now is gone as well as TCM which now require subscription. How come parents have to honor contract

but Comcast doesn't? .

Ticket: # 3614309 - Spectrum Billing

Date: 10/23/2019 8:45:59 AM

City/State/Zip: Kernersville, North Carolina 27284

Company Complaining About: Spectrum

Description

- Consumer would like to file a complaint about Spectrum and wanting to know if the FCC regulated the billing.
- Consumer stated that Spectrum is so greedy for money and consumer stated that her bill has gone up \$12.00.
- Consumer stating that Spectrum should be regulated somehow on their billing technique or broken up.
- Consumer would like this issue resolved by regulating the company and to break up the company.

CTR395-phone

Ticket: # 3614314 - Charter Spectrum

Date: 10/23/2019 8:59:07 AM

City/State/Zip: Spring, Texas 77373

Company Complaining About: Charter

Description

On March 1, 2018, I did not renew my contract with Charter Spectrum. I returned all of my TV equipment and have all of the serial numbers. Charter has filed against my credit claiming that I did not return any of my equipment. I have called multiple times and was told that my equipment was returned, but they refuse to take the \$186 charge off of my credit report. I would like the charge removed and the company to do the right thing.

Ticket: # 3614397 - Direct TV

Date: 10/23/2019 9:55:29 AM

City/State/Zip: Havre, Montana 59501

Company Complaining About: AT&T

Description

1319 2nd Street/Being told you get credit on your bill and then its now there and you can't find the bill/ this has been a nightmare beginning in August! signed up for the NFL ticket the first part of Aug with Direct TV, then they took our local channels off their programing because they cant come to an agreement with the Cowles company who owns the programming. Its been almost 3 months now, I really don't believe they are doing anything to solve this! I have called them so many times its unreal. every phone call causes a new problem. 2nd week of NFL I did not have the ticket, have no clue why? I even made one payment with it on my bill. one of the phone calls I made whoever I talked to changed my package to some Spanish package so we lost all our channels I had to call and get it fixed. At that point I was promised 30.00 off my bill for 12 months(nothing to do with NFL ticket), then I had to call because the Ticket was not added on, so called a man they transferred me told me he would give me 50.00 credit for the month I oaid for the ticket and did not have it! never was on bill. Had to call again about loss of channels that is what I was told to get credit for every month don't have local channels. so I did, was suppose to get 25.00 credit on next bill. that is what the lady even told me from the head office that called me from my last complaint! then low and behold I get a bill that says my bill is almost 400.00!!! So called once again this time I was told I just added the NFL ticket and wanted to pay it in 3 payments! not quite sure who they talked to sure in the heck wasn't me. So now I have to go all over this again. Now he tells me he will give me 50.00 credit every month for 12 months! So I should have a 25.00 credit, my 12.00 off every month on my NFL ticket for 6 months, 30.00 off for 12 months from my conversation way back in September and now an additional 50.00 off for 12 months starting in Oct. Of course you cant look back at old bills and im not calling back or god knows what they will screw up! this is the most horrible customer experience I have ever had and I as a consumer would like someone make sure they do what they have told me.

Ticket: # 3614404 - DirecTV service dispute

Date: 10/23/2019 10:01:13 AM

City/State/Zip: Fairmont, West Virginia 26554

Company Complaining About: Directv

Description

see attached congressional

Ticket: # 3614436 - DirecTV billing dispute

Date: 10/23/2019 10:17:38 AM

City/State/Zip: Greensburg, Pennsylvania 15601

Company Complaining About: Directv

Description

see attached congressional

Ticket: # 3614443 - Directv Billing**Date:** 10/23/2019 10:22:54 AM**City/State/Zip:** Dallas, Texas 75208**Company Complaining About:** Directv

Description

- Consumer provider is trying to bill him for something that he did not agree to.
- Directv is billing for a service that he does not have - the promotion that consumer had was to expire in September and stated that the consumer had to call back on Sept 3rd, 2019. And that Directv would either set him up for a new promotion or would cancel the service.
- Consumer contacted Directv and spoke with a lady and stated that she was not able to help him with a different promotion. The Lady transferred the consumer to the cancellation dept so the consumer could cancel his service and the rep set the consumer up with another plan which would have cost \$55.00 a month ask the rep to make sure that his bill would be \$55.00 she stating yes but when he received the bill it was for the amount of \$161.18.
- Consumer called back and stated he figured it was a mistake and that his plan has expired from the previous year and the rep that he had spoken to did not set up the account correctly and the rep stated that his bill would be \$161.18.
- Consumer stated to the rep to cancel his service and the rep stated that he would have the service through October but the next couple of days he took the equipment and mailed it from FedEx. Consumer stating that he has confirmation where he has sent the equipment back.
- Consumer still receiving bills for the \$161.18 which is due October 27th, 2019.
- Consumer would like this issue resolved by not having to pay the \$161.18 which is not the plan that he had agreed to and should have been \$55.00 a month.

CTR395-phone

Ticket: # 3614455 - Giant upcharge on tv Bill

Date: 10/23/2019 10:29:27 AM

City/State/Zip: Sandusky, Ohio 44870

Company Complaining About: AT&T

Description

I have battled ATT for years about this. Despite having practically no two months in a row of the same price (sometimes \$1.36 increase) it looked like they finally settled down in April, 2019. I have an e- mail

From them dated April 17, 2019 whereby they guarantee me a \$40

Customer loyalty discount for 12 months. It worked till this month when they tried to bill me from \$125 to \$198 claiming promotion

Ran out. My deal with them had NOTHING to do with promotions

Ticket: # 3614462 - AT&T changed my billing after confirming what i was paying

Date: 10/23/2019 10:31:06 AM

City/State/Zip: Pocono Summit, Pennsylvania 18346

Company Complaining About: Directv

Description

Direct TV was bought by AT&T, then I began having billing problems. The last, they shut off TV service for "an unpaid bill" that is not mine. They are charging me over \$100.00 for a service call after I was reassured there would not be a charge. I have been calling over three months, first they assured me it was their fault and they would correct it, then I was charged again until they shut off my service.

Ticket: # 3614467 - suddenlink cable and internet

Date: 10/23/2019 10:36:23 AM

City/State/Zip: St. Joseph, Missouri 64504

Company Complaining About: Sudden Link

Description

So Suddenlink is advertiising internet for life with altice for 59.99 and I have had this service for a year now and they have raised the price up from 145.09 to 154.20. I called suddenlink and talked to Chris whom said no he wont lower my bill and I cant talk to a supervisor. Why do I have to pay more for the same service that others are getting cheaper when I have been a long time customer and have never been late on my bill? Why can I not talk to a supper? I want my bill lowered to at least what it was or less.

Ticket: # 3614476 - DirecTV billing dispute

Date: 10/23/2019 10:38:31 AM

City/State/Zip: Sanian Valley, Arizona 85145

Company Complaining About: Directv

Description

see attached congressional

Ticket: # 3614477 - Malicious interference

Date: 10/23/2019 10:38:36 AM

City/State/Zip: Clear Spring, Maryland 21722

Description

Our service Net has been the recipient of willful and malicious interference from the radio stations on 7.200 mhz. We operate our net on 7.197, those on 7.200 are transmitting spurious Emissions which are atleast 10 Kilo cycles wide. Also come to our frequency and shut us down while we are conducting net activity. This interference begins long after our net starts. The most recent occurrence was this morning at 0936 am eastern time. The station did not Identify, and when asked for his callsign he gave someone else's which has been confirmed not the callsign of the operator performing the malicious interference. When we closed the net he was on 7.200, and after 30 minutes to listen for his callsign he never gave it. There is far more to say, but will as requested.

Ticket: # 3614478 - Verizon Billing

Date: 10/23/2019 10:38:55 AM

City/State/Zip: Horsham, Pennsylvania 19044

Company Complaining About: Verizon

Description

- Consumer stated that she just spoke with her state representative and stated to call the FCC.
- Consumer has been out of service from Monday Oct 14th, 2019 and did not come back on until Saturday Oct 19th, 2019. Consumer has had no service for phone/TV.
- Consumer had tried to call Verizon, and no one answered. A friend gave the consumer a tech person phone number and was upset that the consumer for calling him.
- Consumer stated that she received the bill from Verizon for a \$144.41 and only offered consumer \$10.00 off her bill due to the outage.
- Consumer would like this resolved by receiving a little bit more credit on her account due to the service being out for 5 days and had no way of contacting anyone in case of an emergency.

CTR395-phone

Ticket: # 3614491 - DTV

Date: 10/23/2019 10:42:34 AM

City/State/Zip: Gamesville, Georgia 30504

Company Complaining About: Other (broadcast Over The Air)

Description

he states that he only get three channels

he states that he has moved the antenna several times

I advice that he call the station

Ticket: # 3614547 - Billing Issues

Date: 10/23/2019 11:00:06 AM

City/State/Zip: Broomfield, Colorado 80020

Company Complaining About: Comcast

Description

- The consumer is calling about Comcast as her carrier
- She has a bundled package
- She states they double billed her
- She reached out to the carrier
- They advised her they bill a month ahead
- The carrier took \$196.15 twice
- The consumer has a dying patient in her home
- The customer service rep asked if he had enough Oxygen to get by
- The consumer wants a refund in the amount \$196.15

CTR405-phone

Ticket: # 3614551 - Comcast/PBS channel service issue

Date: 10/23/2019 11:01:31 AM

City/State/Zip: North Port, Florida 34288

Company Complaining About: Comcast

Description

- Consumer lives in FL and he has had reception problems with his PBS (channel 440 & 441) stations for 3 years.
- The station will become “snowy/pixelated” and the video will disappear.
- Over 2 years Comcast sent 7 different techs to his home (which have wasted the consumer's time.
- Comcast was not able to find a problem within his home/connection or with the outside lines.
- The consumer reached a supervisor who told him there has been a known issue for a good bit of time/for years.
- This has been a known issue with Comcast for 2 years to the knowledge of the consumer.
- The supervisor said that Comcast is still in contact with PBS, but there is no resolve for the issue at this time.
- Resolution: Consumer wants Comcast and/or PBS to correct the issue as soon as possible. Consumer would like a refund for the channel not working properly.

CTR398-phone

Ticket: # 3614578 - Fraudulent door to door sales tactics by AT&T

Date: 10/23/2019 11:10:56 AM

City/State/Zip: Atlanta, Georgia 30316

Company Complaining About: AT&T

Description

A salesman (who went by Paul but filled "Albert Anderson" as his name) came to my door and told me that AT&T was offering a \$100 gift card AND a free 14 day trial of their UVerse 300 TV so that they could "get feedback" on it. In order to receive this promotion, I would just have to sign up for their internet, which was only \$40 per month, much cheaper than my current service with Xfinity. Because he assured me several times it was a free trial that I could easily cancel and pointed out how much I would be saving on internet, I signed up for the service.

When I called on October 21, 2019 to cancel my "free 14 day trial" I was told that I would not only be paying for the 14 days that I had the UVerse 300 TV service, but my internet would also be going up to \$79/mo because it is no longer part of a "bundle" pricing package. I called Paul next and he assured me he would take care of my fees and make sure I could cancel and only pay \$40 per month, but then I never heard from him again- he never called back when he said he would and now that my 14 days is up, I cannot reach him.

The pro-rated amount I will have to pay is likely going to be around \$30-50, I would imagine. The fee is not so much the problem as that I feel as if I was tricked into signing up for a service I wasn't going to use because I was under the impression that it was free. I asked them what I have to do to make sure no one else like me will be tricked into ordering this service under false pretenses again. Terrel and his supervisor at UVerse Loyalty assured me they would escalate this internally but I do not trust them. They should not be allowed to blatantly lie to customers and then make them pay for it. I would love for them to waive my fee but honestly I'd prefer an investigation into how many other customers were suckered into paying for a TV service because the salesman at their door lead them to believe it would be free.

Ticket: # 3614599 - Over-the-air Service loss for WISC-TV

Date: 10/23/2019 11:15:57 AM

City/State/Zip: Oregon, Wisconsin 53575

Company Complaining About: Wisc-tv

Description

Dear Sir or Madam:

As you may already be aware, many over-the-air viewers of WISC-TV, the CBS affiliate in Madison, WI, have been unable to watch CBS since October 18. According to WISC-TV, service is expected to be restored by the end of November.

The Madison TV market DMA, according to Nielsen, is 384,000 people.

Prior to October 18, viewers of WISC-TV were told via on-air text scroll to re-scan their TVs on October 18 or lose reception. Since October 18, WISC-TV's new frequency is running on a temporary, less powerful, antenna. The result is that after re-scanning, many over-the-air viewers no longer have any reception to CBS.

You may read WISC-TV's response here: <https://www.channel3000.com/news/re-scan-your-antenna-october-18th-to-continue-watching-news-3-now-over-the-air/1133358319>

It is unacceptable that WISC-TV was unprepared for the October 18 frequency change. Myself and thousands of others have been impacted no longer can view CBS programming.

I am writing in hopes that you can communicate to WISC-TV the significance of the loss in service, and to motivate them to restore service as soon as possible.

Thank You,

(b) (6)

Oregon, WI

Note: I have not contacted WISC-TV because they are aware of the issue.

Ticket: # 3614660 - Comcast/Turner Classics and other discontinued channels subject to bonus payments

Date: 10/23/2019 11:31:59 AM

City/State/Zip: Houston, Texas 77018

Company Complaining About: Comcast

Description

Comcast cut off during an existing contract period TCM, Military channel and , Cinemax and want extra money to restore them. They have done this before with TCM. I think they are targeting channels favored by Seniors they feel will cave and pay more so as not to have to deal with all the aggravation

Ticket: # 3614690 - Operational Status of WJMG, WGDQ, and WORV

Date: 10/23/2019 11:38:55 AM

City/State/Zip: North Hattiesburg, Mississippi 39402

Description

This is an amendment to (b) (6) previous complaint with respect to WJMG, WGDQ, and WORV. This amendment updates the contact address for (b) (6) with the following address:

(b) (6)
North Hattiesburg, MS 39402

For staff's convenience, (b) (6) complaint is being restated below:

This complaint is being filed with respect to the following broadcast stations licensed to Circuit Broadcast Company:

WJMG(FM), Hattiesburg, MS (Facility ID No. 11226)
WGDQ(FM), Sumrall, MS (Facility ID No. 68907)
WORV(AM), Hattisburg, MS (Facility ID No. 11227)

It appears that WJMG, WGDQ, and WORV have each been off the air since at least January 1, 2019 without notification or authorization. (b) (6) has observed each of the stations on a daily basis since January 1st, and none of the stations have resumed on-air operations. It is possible that WORV has been off the air since before January 1st.

Therefore, (b) (6) requests that the FCC investigate the operational status of WJMG, WGDQ, and WORV.

Ticket: # 3614692 - Canceling Spectrum during billing cycle

Date: 10/23/2019 11:39:31 AM

City/State/Zip: San Juan, Texas 78589

Company Complaining About: Spectrum

Description

I am trying to cancel Spectrum today 10/23/2019. i was told my cycle started on 10/20/2019 and would still have to pay for services even though they arent going to be rendered. I should receive a pro-rated credit for services not rendered.

Ticket: # 3614820 - Service issues

Date: 10/23/2019 12:07:48 PM

City/State/Zip: Lewes, Delaware 19958

Company Complaining About: Mediacom

Description

- Consumer has been having service issues for the past 3 months.
- He has lost his TV picture and it's pixilated.
- The cable wire has not been buried.
- Consumer has tried repeatedly to keep his phone working by resetting the box but phone service is very intermittent.
- Consumer would like his issues to be resolved and have the picture to be cleared up on his TV and get the phone working as it should.

(b) (6)) Account holder.

CTR404-phone

Ticket: # 3614842 - Re: [FCC Complaints] Re: TV rescan

Date: 10/23/2019 12:13:41 PM

City/State/Zip: Quincy, Massachusetts 02169

Company Complaining About: Broadcast Over Air Waves Using Antenna - Fcc.

Description

This is a follow-up to your previous request #3437263 "TV rescan"

Hi FCC... .. Continued COMPLAINT ...
... it appears that television stations and certain companies like Comcast, Fios, Disney, Major Conglomerates, HUGE CORPORATIONS, other platforms, etc plus the government want everyone to PAY for network tv. ... As a Consumer and Senior, NO MENTION was Recently made about people various tv stations continuing to switch frequencies.. ... It appears the tactic is to Continue to Wear Down, Exhaust, Aggravate, and Annoy UNTIL everyone caves and PAYS \$\$\$ to watch tv. Disgusted, Annoyed, Aggravated, (b) (6)

Sent from Yahoo Mail on Android

Ticket: # 3614918 - Bundled Billing

Date: 10/23/2019 12:38:44 PM

City/State/Zip: Tyler, Texas 75701

Company Complaining About: Sudden Link

Description

He has Suddenlink for cable and internet service. They took two months from his bank account almost \$400.00. He is on a fixed income. He went to store and there were many people there who were over charged. They said they have to refund the full amount and he would have to get back in line and pay the current month. They couldn't just refund one month. He feels this should not happen with automatic draft. ***CTR381-Phone***

Ticket: # 3614945 - LOUD COMMERCIALS

Date: 10/23/2019 12:46:14 PM

City/State/Zip: Tijeras, New Mexico 87059

Description

CNN continually has commercials that air at sometimes three times the volume of regular programming. I have personally filed multiple complaints already.

Ticket: # 3615018 - Over charhing

Date: 10/23/2019 12:57:51 PM

City/State/Zip: L.a, California 90063

Company Complaining About: AT&T

Description

My service of TV I contacted att on agosto 12 recuesten canded my service of TV but they cut my internet service on 10/22 19 with out notis I meke them a call they estar seeing that I owend \$ 103 that's because they didn't cut the service when I recuesten now I am out of service becuas Of there mistek so please help my

Ticket: # 3615036 - Increase in Fees

Date: 10/23/2019 1:00:16 PM

City/State/Zip: Brookfield, Connecticut 06804

Company Complaining About: Spectrum

Description

Spectrum has been increasing its fees and charges every few months.

Ticket: # 3615077 - TV equipment issues

Date: 10/23/2019 1:06:18 PM

City/State/Zip: Sanmateo, California 94401

Company Complaining About: Wave Broadband

Description

Consumer has been having equipment issues with Wave Broadband for a year now

Consumer is stating that they are lowering her signal in the evening and she is not able to get proper TV in the evening. She can be watching a movie and the channel just shuts off. Consumer would like to have someone look into the issue

**CTR406-phone

Ticket: # 3615079 - Re: Request received: Re: [FCC Complaints] Re: Tv reception.

Date: 10/23/2019 1:06:33 PM

City/State/Zip: Nanjemoy, Maryland 20662

Company Complaining About: Self

Description

This is a follow-up to your previous request #2686990 "Re: [FCC Complaints] Re: Tv..."

So what's being done to fix this problem because I'm not going away until it's resolved. I've heard not one word and from my understanding not a single finger or word has been spoken to even begin addressing this problem. Why not? I'm not playing any games anymore with the government that's supposed to work for me. I'm keeping records and tabs on every single move to every single complaint I've addressed to each gov office I've sent complaints to San it won't stop here. Something will get done one way or the other.

(b) (6)

Ticket: # 3615146 - TV service

Date: 10/23/2019 1:22:13 PM

City/State/Zip: Jacksonville, Florida 32244

Company Complaining About: AT&T

Description

My AT&T service hasn't worked properly since it was installed a year ago. Two months ago they came to fix it and dug a huge hole in my front yard. The hole has been there for 2 months even though I have called repeatedly to get it fixed. Because the wires have been exposed, my TV service is having problems again.

Ticket: # 3615158 - Direct TV

Date: 10/23/2019 1:25:20 PM

City/State/Zip: Greenville, South Carolina 29615

Company Complaining About: Directv

Description

Service was cancelled on July 18. Have contacted them 4 times. Bill supposedly elevated. Continue to get bills.

Ticket: # 3615288 - TV signal

Date: 10/23/2019 1:50:17 PM

City/State/Zip: Hempstead, Texas 77445

Company Complaining About: Tx

Description

I'm having a problem with my signal at certain times of the evening. I can be watching a program and suddenly it just fades away. I can still use some channels but for the most part my TV is useless until the next morning

Ticket: # 3615327 - Billing Issues

Date: 10/23/2019 1:58:34 PM

City/State/Zip: St Petersburg, Florida 33733

Company Complaining About: AT&T

Description

- The consumer is calling about Direct TV
- The consumer states she obtained service on 12/2017
- She ordered it over the phone
- They stated she would only pay \$41.60/month
- They told her she only had to pay \$7 shipping for the welcome package
- The promotion was for her to have the premium channels free for one year
- This also included the NFL package
- The consumer lost her promotion package in 2/2018
- The carrier stated everything was lost
- The consumer received a bill the next month
- She reached out to the carrier and they stated there was a glitch in their system
- They advised the premium channels were only free for 3 months
- The consumer only paid the minimum amount due on her bill
- The carrier did give her a credit
- The consumer paid what the customer service agent told her to pay
- She has a bill for \$489.58
- The carrier is refusing to work with her
- She states a collection agency contacting her
- The carrier offered her a tablet for free when they installed her services
- She gave them her information to establish the account
- They added the amount of \$239.33 for the tablet and it is also on her credit report
- This was on her mobile account with AT&T
- The consumer states the collection agency states they sent it back to AT&T
- The consumer wants both items from her credit because they were fraudulently and a breach of contract, unethical business practices and misrepresentation of their products good and services

CTR405-phone

Ticket: # 3615344 - Price increase

Date: 10/23/2019 2:03:55 PM

City/State/Zip: Zephyrhills, Florida 33541

Company Complaining About: Spectrum

Description

This months bill container a price increase from 127.00 to 135.71 and I was made to understand that an additional price hike was forth coming in the near future. I am on a fixed income/100 % disability and the is my source of entertainment , anything you can do would be greatly appreciated.

(b) (6)

Ticket: # 3615474 - Billing In regards to Suddenlink

Date: 10/23/2019 2:33:59 PM

City/State/Zip: Kingwood, Texas 77339

Company Complaining About: Sudden Link

Description

I have been trying to get an explanation in regards to my October 2019 bill. I have called numerous times to see why my bill is doubled and I have yet to get a correct answer. I am told a supervisor will call me but that has not happened. I am told to go to the local office and they can't help me either because they are only retail. So I just want my bill to go to the correct amount.

Ticket: # 3615492 - TV equipment issues

Date: 10/23/2019 2:37:50 PM

City/State/Zip: Houston, Texas 77090

Company Complaining About: AT&T

Description

Consumer is stating that her TV is always going out and every time that this happens she has to go and reset everything in order to get her TV working again. Consumer is stating that she has U-Verse Consumer would like the issue with the TV service fixed and they would like a credit for the time that there service was not working.

****CTR406-phone**

Ticket: # 3615498 - Not supporting TiVo with working cablecards

Date: 10/23/2019 2:39:04 PM

City/State/Zip: Stamford, Connecticut 06903

Company Complaining About: Optimum

Description

I have three TiVo boxes and need working cablevision cards to activate. I was told several times I cannot get them and they are not supporting them any more. I put a complaint in over 30 days ago to the FFC and was told by you that cablevision has to support TiVo with working cards. I got a call from cablevision last week that they have cards but I have to travel to get them. They would not mail them. So I traveled to New York and got the cards. The cards are ten years old and are the same cards I complained about before. I have spent many hours on the phone with cablevision and nobody can activate them properly. I get about 12 stations when I should be getting over 40. I have been hung up many times or told they have to look into the problem and will call me back which they never do.

Ticket: # 3615525 - Office of the President failed to follow through on resolving previous complaints

Date: 10/23/2019 2:43:50 PM

City/State/Zip: Fort Atkinson, Wisconsin 53538

Company Complaining About: Directv

Description

I files a complaint against At&t and DirecTV for increasing our bill monthly and reducing channels. Due to a long history of bad service and mistakes made by At&t and DirecTV the office of the president agreed to cancel our TV contract and waive the cancellation fee of roughly \$105.00. I have been leaving Stephanie with the At&t office of the president voicemails for 4 weeks now without response. The deal was the cancellation fees would appear on our next bill but I was to contact Stephanie when the bill arrived so that she could handle the charge.

Ticket: # 3615526 - Marsy's Law ads with very explicit and violent language

Date: 10/23/2019 2:44:01 PM

City/State/Zip: Philadelphia, Pennsylvania 19147

Description

Marsy's Law for PA (an advocacy group trying to get a victims' rights amendment passed in PA) has been airing ads on Channel 6 ABC (WPVI, I think?) in Philadelphia at 6:55 PM or so that have really violent and sexually explicit language in them. I had my kids on the couch getting ready to watch Jeopardy (waited 'til after the news was off because the news can be pretty bad, of course) and it's just ads, so I assumed it was okay--and then I hear from the dining room "--strangled me until I was unconscious and then raped me--" and I'm running across the room yelling "LA LA LA LA LA" until I can hit the mute button. This has now happened TWICE and it's really disruptive and awful. Obviously my heart goes out to the poor people who are talking about these horrific experiences they actually suffered, but I really wasn't planning on answering, "Mom, what's 'rape'?" to a five year old when she was just trying to watch Jeopardy and I'm trying to get the table cleared. These ads seem like they should be airing after 10 PM--like Law & Order: SVU does--when children aren't expected to be in the audience. I've called the Marsy's Law org and left a message, and left a message with Channel 6's ad department, for what it's worth.

Ticket: # 3615534 - Spectrum Customer Service

Date: 10/23/2019 2:45:24 PM

City/State/Zip: Carrollton, Texas 75006

Company Complaining About: Spectrum

Description

Hold times to change service with Spectrum, downgrade and disconnect, are over 20 minutes, constantly. When I called to upgrade my service a month ago, waited 3 minutes. They need to have more customer service reps available for people wanting to pay them less, or allow changes to accounts to be made online.

Ticket: # 3615549 - Unauthorized Billing

Date: 10/23/2019 2:48:33 PM

City/State/Zip: East Meadow, New York 11554

Company Complaining About: Optimum

Description

I am filing this complaint on behalf of my mother-in-law, (b) (6), East Meadow.

(b) (6) was billed \$20. for a returned check (insufficient funds) on Oct 4, this was because she switched bank accounts in July and notified them online as required by Optimum, they began withdrawing funds from her new bank on August 2, 2019. Thus acknowledging that they have received her request. However in October they attempted to withdraw funds from her old account which was closed and, of course, the withdrawal was denied. They then wrongfully charged my 90 year old mother-in-law \$20 for a "returned check". I called Optimum spoke to Ebony, she said there was nothing she could do, I eventually spoke with her supervisor Oscar then his supervisor Ken.....they all told me they could do nothing to correct this problem.

In addition she was charged 6.99 for service protection which she did not request, or authorized. She was charged this amount in such a manner that if I did not notice it she would have paid it for months and months. Optimum is taking advantage of an elderly lady on a limited fixed income.

I would like to see all unauthorized fees and charges returned to her.

Ticket: # 3615581 - Cancellation of service not immediate

Date: 10/23/2019 2:55:46 PM

City/State/Zip: Austin, Texas 78744

Company Complaining About: AT&T

Description

I got a surprise increase in my monthly bill this month, so I called to cancel service, but was advised I could not cancel immediately and I would have to wait until the current billing period expires. This leaves me having to pay the full bill of \$177.53 instead of being able to cancel immediately and pay a pro-rated amount instead. I want to either be able to cancel immediately and pay a pro-rated amount or at least be able to pay \$115.53, which was the amount of the prior bill since the promotion expired on October 20, 2019 and I called two days after to cancel.

Ticket: # 3615596 - Re: Re: Re: Re: Re: Hacked illegal monitoring TV an phone taps

Date: 10/23/2019 3:00:01 PM

City/State/Zip: Monroe, New Jersey 08831

Company Complaining About: Verizon Wireless

Description

This is a follow-up to your previous request #3479057 "Re: Re: Re: Re: Hacked illegal monitoring TV an phone taps"

Ticket: # 3615606 - Spectrum failed to support Tuning Adapter for Tivo

Date: 10/23/2019 3:02:40 PM

City/State/Zip: Port Orange, Florida 32127

Company Complaining About: Spectrum

Description

Tuning adapter for TiVo stopped communicating with Spectrum over a month ago. Multiple phone calls, equipment exchanges, and four service tech visits have not solved the problem. Two supervisors have told the local techs that they have spent too much time on this visit and should leave with the issue unresolved. Please help.

Ticket: # 3615624 - Optimum cable

Date: 10/23/2019 3:06:19 PM

City/State/Zip: Brooklyn, New York 11236

Company Complaining About: Optimum

Description

They are charging me for a phone that I don't have and never requested. Also I was not aware of and not told about an installation fee for a promotional wi-fi offer.

Ticket: # 3615631 - broadcast music/Pirate Radio Station

Date: 10/23/2019 3:07:08 PM

Description

Fax Ticket#07112 Ready For Data Entry

Ticket: # 3615646 - AT&T UVerse Complaint

Date: 10/23/2019 3:10:41 PM

City/State/Zip: Stockton, California 95204

Company Complaining About: AT&T

Description

Consumer had 2 receivers replaced

A tech said the old receivers had failed

Consumer had failed and she got charged for these

Her TV were not working with the old receivers

Consumer sent the old ones back via UPS

Consumer has a triple bundle

The consumer wants this charge taken off her bill for good because this is no fault at all to the consumer , she pays for service she should not be billed for the receivers that had failed

CTR403

Ticket: # 3615695 - TV Antenna

Date: 10/23/2019 3:23:23 PM

City/State/Zip: Monroe, Wisconsin 53566

Company Complaining About: Tv Antenna

Description

Hello,

Very disappointed that no TV station gave notice about the reduced power/antenna replacement. We are unable to receive channel 3, 47. Very unhappy.

Please advise as to when this issue will be fixed.

Ticket: # 3615698 - Spectrum

Date: 10/23/2019 3:23:45 PM

City/State/Zip: Fonda, New York 12068

Company Complaining About: Spectrum

Description

She has Spectrum for service. They continue to raise their rates. She feels they are raping the public. The town is full of elderly, she is 80 and her friends are her age or older. She is concerned because they raise the prices at a whim and the costs do not match the level of services. Herself, and others in her community rely on cable for entertainment. Everyone in her town is disgruntled. She pays almost \$100 a month and all she gets is repeats. She has Spectrum TV Select for \$65, plus two receivers for \$14, Broadcast Tv Charge \$11.99.

Ticket: # 3615769 - Loud TV commercials

Date: 10/23/2019 3:40:38 PM

City/State/Zip: Prairie Village, Kansas 66208

Company Complaining About: AT&T

Description

Extremely high volume when local business commercials come on. I'm in the Kansas City area.

Ticket: # 3615834 - Billing Issues

Date: 10/23/2019 3:57:43 PM

City/State/Zip: Matamoras, Pennsylvania 18336

Company Complaining About: Optimum

Description

- The consumer is calling for her mother
- She is calling about Optimum as her carrier
- She has a bundled package
- She is an elderly woman who is dependent on her services
- She called in August to see what options they offered
- She did not want to change anything '
- The carrier changed her service
- The consumer decided to not pay her bill
- The carrier disconnected her service
- The consumer wants the charges for the TV removed because she never received service

CTR405-phone

Ticket: # 3615901 - No Service

Date: 10/23/2019 4:13:04 PM

City/State/Zip: Tampa, Florida 33626

Company Complaining About: Frontier Communications

Description

- The provider Frontier, bundle service
- The consumer stated that he has not has service since 10/21/19.
- The consumer reach out to the carrier about the issue.
- The consumer said that he was told that they would send out a technician but then he was told that they do not know when the service would work property.

Resolution

- The consumer would like to get reimburse for each day that he has not had service.

ctr 388-phone

Ticket: # 3615908 - Excessively Loud Commercials on DirecTV BBCA Channel

Date: 10/23/2019 4:14:19 PM

City/State/Zip: Moultrie, Georgia 31788-1389

Description

The commercial insertion promos and commercials that DirecTV insert into the BBCA channel program are consistently MUCH louder than the BBCA program content. It sounds like at least a constant 6 db louder. It's enough to startle you on some of the commercials they insert. This problem also occurs on The Weather Channel.

Ticket: # 3615941 - Over Charging on Billing Statements each month

Date: 10/23/2019 4:22:18 PM

City/State/Zip: Lewisville, Texas 75067

Company Complaining About: Frontier Communications

Description

Frontier Cable does not honor what it's Sales Reps tell customers when they are signing up. I signed up in February, 2019 and have had to call each month since about their over charging my account by \$10 to \$15 each month. I sincerely hope the FCC will do something to put a stop to this. I am cancelling service soon.

Ticket: # 3615957 - improper billing

Date: 10/23/2019 4:24:52 PM

City/State/Zip: Acton, Maine 04001

Company Complaining About: AT&T

Description

We cancelled our service they refused to stop our auto payment. Our service date is the 8th of the month and we pay on the 29th of the previous month. We were also informed that they do not prorate service any longer (as of 1/1/2019)i cannot believe that they are allowed to collect monies for service not provided.

Ticket: # 3615965 - Losing TV OTA signal

Date: 10/23/2019 4:26:40 PM

City/State/Zip: San Bruno, California 94066

Company Complaining About: Channel 7 And Channel 26 In San Francisco

Description

I lost the TV signal for Channel 7 in the San Francisco bay area. The recorder answer at channel 7 said i have to adjust my antenna to get the signal. Unfortunately, that did not work. Can FCC help?

Subsequent to channel 7, i also lost the signal of channel 26. Channel 26 had not yet responded to my inquiry. But i am assuming it is of a similar issue. Can FCC help?

Ticket: # 3615972 - Cox increased rate without notification

Date: 10/23/2019 4:28:00 PM

City/State/Zip: Rocky River, Ohio 44116

Company Complaining About: Cox

Description

I received a notice from Cox that my older cable box needed to be replaced with a newer Contour box before I start losing channels. The brochure said this would be done free at no additional cost. Had it replaced, next bill was at a higher rate. I talked to one rep and was getting jibberish, just back and forth that a discount had expired. I kept telling her my billing agreement with Cox was for one year until Feb 2020. Eventually I asked to speak to a supervisor. He basically said that my package was between 'economy' and 'essential' packages and I now had to go to the 'essential' package to get the channels I was getting, all at a higher cost. This was never communicated to me when I switched boxes. Bait and switch at it's finest.

[Ticket: # 3615980 - FCC License Renewal Comment](#)

Date: 10/23/2019 4:29:17 PM

City/State/Zip: Altoona, Florida 32702

Company Complaining About: Wdbo 96.5 Orlando

Description

WDBO 96.5 is a self-described news channel. I listen to it each day going to and from work and sometimes on the weekends. Misleading information is being communicated, but being called "news", everyday. The people listening are being lied to or told part of a story to promote a viewpoint. The information being distributed by this radio station is making people know less, be scared and hate other Americans. WDBO should not be relicensed.

Ticket: # 3615989 - Antenna TV WITN Channel 7

Date: 10/23/2019 4:33:44 PM

City/State/Zip: Hubert, North Carolina 28539

Company Complaining About: Antenna Tv

Description

I have been unable to receive these channels since the transition. I was told that by late October their antenna would be fixed. Please advise when this antenna issue will be fixed. Thank you.

(b) (6)

Hubert, NC 28539

Ticket: # 3616001 - Cannot Get Paper Bill Consistently Mailed to Me

Date: 10/23/2019 4:36:37 PM

City/State/Zip: Santa Barbara, California 93108

Company Complaining About: AT&T

Description

I have made numerous telephone calls to Direct TV customer service asking for a paper bill. Occasionally, I get one. Usually not. This causes great problems.

It is not the mail service, I assure you. AT&T Wireless phone bill arrives monthly. Why can I not get a Direct TV bill? I have no idea. This persists for over a year (since the new ownership). Last paper bill that I can locate easily was May 14, 2019.

I am handicapped and require the paper bill. I have told this to the customer service representatives numerous times and told supervisors at least twice. Any assistance you might provide would be greatly appreciated.

Ticket: # 3616023 - Absolutely fed up and completely frustrated with AT&T!!

Date: 10/23/2019 4:41:19 PM

City/State/Zip: Agoura Hills, California 91301

Company Complaining About: AT&T

Description

I don't know where to start other than I have been on the phone for over 3 hours now with AT&T, trying to get back to the person I was speaking with in the US, at the start of my day. I have multiple billing issues I was seeking help with and the first agent was getting them rectified when he put me on hold to finish, and then I was sent to the main line of voicemail hell all over again, of course never able to get back to the first agent. I then have called back multiple times for a supervisor, been on hold for over a half hour multiple times, and finally got someone who told me my 4 digit passcode is wrong (when it worked with the first agent I spoke with this morning!!!) and the only way for them to verify is to call "a number in the system" but wouldn't say which number, and it apparently goes to our home number that we have been trying to port over to our new house for over a month and it's still has no dial tone on the phone line. It has been absolute HELL dealing with customer service (except for the first guy I was working with this morning who I was disconnected from). I have WASTED 3 hours TODAY on this (more time was wasted in previous weeks trying to get this resolved). There are multiple billing issues to be rectified and nobody seems able to help. It's absurd. WE have been customers for over 20 years. I need someone to rectify this situation and obtain compensation ASAP.

Ticket: # 3616040 - Rafael Ramos at Los Angeles 1330 AM KWKW Tu Raza Tu Liga

Date: 10/23/2019 4:46:36 PM

City/State/Zip: Rancho Palos Verdes, California 90275-5372

Description

Dear Srs,

Do you have a Spanish Speaking person monitoring Rafael Ramos???!!! Mr Ramos is the anchor man at Los Angeles 1330 AM KWKW Tu Raza Tu Liga.

The issue is the daily bullying and humiliation of Halim Zadat cohost of the radio show by Rafael Ramos. Mr. Ramos entices the audience to call in to verbally abuse Mr. Zadat too. The Bullying has become unbearable.

A separate issue is the disgusting vulgar profanity (albures) of Mr. Ramos. He often broadcast bad taste jokes of masturbation, sodomy, oral sex, homophobia and misogyny, etc. These are broadcasted every single day.

So far, Mr. Ramos is going unchecked and he is getting away with a behavior which is not allowed to English Speaking anchor man.

I hope that the FCC does something about it.

Ticket: # 3616084 - WOW Billing Complaint

Date: 10/23/2019 4:57:05 PM

City/State/Zip: St. Petersburg, Florida 33733

Company Complaining About: Wow

Description

Consumer WOW promise consumer a bundle service back in 2017.

*WOW consumer turn account over to a collection agency.

*WOW billing consumer for 428 dollar.

*Consumer making payments on the promotion that was offer to her in 2017.

*Consumer took out cable TV service and told carrier she did not want to go over \$ 100.00 dollars.

Consumer complaint was settle form December 2016: and 2017 with FCC:

*Consumer did not accept Ultra service from WOW on 2-23-2017 from response FCC complaint ticket number 1482404.

*Carrier did not give consumer time to dispute bill and reach t to them.

*Consumer requesting for WOW to remove charges from her credit report with the credit bureau.

*Consumer state she owed zero to WOM
and turn equipment back in WOW in the year 2017..

Ticket: # 3616161 - Curse word on television

Date: 10/23/2019 5:25:13 PM

City/State/Zip: Butler, Pennsylvania 16001

Company Complaining About: Nbc

Description

During a news segment, on channel 11 wpxi (Pittsburgh)'s 5:00 pm news program(10/23/19), there was a person holding a sign above his/her head. The sign stated "Impeach the motherfucker." Please excuse my language. It is my understanding that, that is against the law. The channel should be fined and required to apologize to the audience.

Ticket: # 3616163 - National Commercial is 2-3 times louder than regular tv.

Date: 10/23/2019 5:25:40 PM

City/State/Zip: Petoskey, Michigan 49770

Description

Everytime the national car rental company commercial starts playing, it plays at a volume that makes me jump and makes my tv speakers distort sound. I have to go from normal volume on my tv of 30 to 12 to make it tolerable and it happens everytime the commercial plays.

Ticket: # 3616166 - Deceptive practices

Date: 10/23/2019 5:28:44 PM

City/State/Zip: Decatur, Illinois 62521

Company Complaining About: Comcast

Description

I recently had a contract with Comcast expire and they raised my rates by \$27 a month with no notice. When I contacted them about it I was offered a new contract which I was told is identical, but a month later I lost around 10 channels and this was never disclosed to me that my channel lineup would change. I contacted the about this and they have not offered any resolution.

Ticket: # 3616212 - No longer pro-rates bills

Date: 10/23/2019 5:47:59 PM

City/State/Zip: Los Angeles, California 90006

Company Complaining About: Spectrum

Description

I tried to call and terminate my service with Spectrum. The customer service specialist informed me that they no longer pro-rate bills as of June 2019. My billing cycle ended yesterday 10/22/19 they told me that I would be charged for 10/23/19 through 11/22/19 regardless if I terminate my service. How can this be legal to be charged for services that were never provided? When I originally started service in December 2017 this was not a policy. I did not agree to this and would like to make a complaint.

Ticket: # 3616238 - AT&T Direct TV

Date: 10/23/2019 5:58:52 PM

City/State/Zip: Salem, Oregon 97302

Description

I cancelled the service July 22, 2019. I returned the DVR and have a receipt from AT&T stating that they received the equipment. I have received 4 bills from them for the equipment with the last one 10/21/19 stating that they were going to send me to collection. I have had two phone calls and one chat box conversation, one of the calls included a supervisor who have all assured me that it is being taken care of.

Ticket: # 3616300 - DECEPTIVE BILLING NOTICE**Date:** 10/23/2019 6:29:06 PM**City/State/Zip:** Compton, California 90220**Company Complaining About:** AT&T

Description

My services were recently interrupted for non- payment. I called in 10/22 to pay. The 4 digit pin I provided was not valid (according to the agent). I had no other pin, unfortunately, my service remained off all night. I called back 10/23,spoke to Nora who confirmed the pin used prior was in fact valid. I was glad that the pin used was valid. I was prepared to pay \$160.46,which was the past due. NORA then says you must now pay \$360.18. I told her that is not what my notice says. I ask to speak to her boss. A Juan ID#B97BKW2 begins to tell me that all of the bill was due.bi told him that conflicts with my notice,as the notice only refers to past due. AtT routinely gives misleading information. To call one day and be quoted an amount and only to be given an entirely different amount is absurd and violates FCRA which specifically speaks to " fairness and accuracy". I am requesting a follow up from the executive offices to explain how and why this happened. Billing notices are NOT CLEAR and our misleading and deceptive.

Ticket: # 3616339 - TV stations become unviewable

Date: 10/23/2019 6:45:24 PM

City/State/Zip: Nokomis, Florida 34275

Company Complaining About: Ota

Description

I am a widowed 68 yr old woman and can't afford satellite/cable. Use OTA. 24/7 the stations become unviewable turning the day and nite. This has been going on far longer than the fcc

I am a 68 yr old woman who can't afford cable/ satellite. So I am stuck with OTA programming. That's bad enough but 24/7 stations become unviewable. They get all squigley and can't be seen. On occasionally the picture is black. More times than I can count I'll be watching something and last 5/10 minutes pic goes out. I don't get to see ending. It's especially bad when it does it on competition shows, makes me wanna throw remote at tv, seriously. When tv was going digital/hd or it's called we the people weren't told we would have to put up with crap tv for the next 10/15 years. I'm tired of it. I live in SW Florida and we occassionly get HURRICANES and we need to be able to keep an eye on the weather conditions. I myself would appreciate it if this crap would get straightened out. Thank you. Please disregard the following word. The app wouldn't let me back up and erase. whatever

Ticket: # 3616358 - Charter Spectrum unfare billing practices

Date: 10/23/2019 6:53:44 PM

City/State/Zip: Birmingham, Alabama 35242

Company Complaining About: Spectrum

Description

Charter bill me a month of service for a time after we had ended our service and wont reverse the charge. Non of their support personnel even have the authority to reverse a the charge.

Ticket: # 3616368 - Charge for unreturned box I never requested to remove

Date: 10/23/2019 6:56:25 PM

City/State/Zip: Delray Beach, Florida 33445

Company Complaining About: Comcast

Description

I have been trying to solve this issue with Executive Customer Relations since 9/24/19. Since my complaint on August a cable box was removed from my account in error. I never made any such request. I only realized it when I received an email advising me it will be turned off. I tried reaching the Representative I dealt with on my original complaint, he has passed it on and we seem to play phn tag and my issue is not resolved. I have multiple emails from her and still no answer that my problem is fixed. I've left multiple messages on her voice mail and multiple emails sent as well. My time is valuable and I don't think it should take this long for Comcast to fix an error they made. I am on my 3rd FCC complaint.

Ticket: # 3616387 - Direct TV charges

Date: 10/23/2019 7:01:02 PM

City/State/Zip: Spring, Texas 77381

Company Complaining About: AT&T

Description

I spoke with Direct TV about several added charges to our monthly bill.

DirectV Protection plan premier \$20.99 / mo. I have declined this in the past, I was informed, when you get new equipment, we automatically enroll you in the protection plan? I was never informed about this and this was added to our monthly bill since Oct 2018.

Movies extra pack \$4.99 No idea when this was added to our bill? Did not ask for this, did not approve? My complaint is Direct TV is adding charges without any approval on our end, I asked for a refund and was given a maximum \$25.00 credit on my bill.

Ticket: # 3616443 - rescan

Date: 10/23/2019 7:38:10 PM

City/State/Zip: Springfield, Ohio 45505

Company Complaining About: Broadcast Tv

Description

re scanned my TV and now some of my channels arent showing up. What happened. I was getting them before I re scanned.

Ticket: # 3616474 - Frontier communications failure to credit account

Date: 10/23/2019 7:55:35 PM

City/State/Zip: Everett, Washington 98208

Company Complaining About: Frontier Communications

Description

On August 8th my Frontier service Phone, Cable TV and Internet. Since it was late in the evening I waited till the next day to call Frontier about the problem Aug 9. Frontier gave us a Aug 30th date to do the repairs to their equipment. After additional calls they did better the date to Aug 21st. After several calls to possibly improve that date we decide to call on the Aug 20th to cancel the service. We were told at that time they would close the account and process a claim for credit on the account for the outage period. We have called them several times to get the credit resolved and several times their staff told us to wait until the OCT Billing cycle and there would be a credit. Not only was there no credit but there was a letter that came in the mail stating if not paid it would be sent to collections. I contacted them in early Oct and again they stated that the request for credit was in work and that they would notify the billing department that they should hold the collections until the credit is resolved and someone would contact us. My issue is they have never provide a credit for the outage period and clearly miss-informed us every step of the way when we were trying to resolve the final bill.

Ticket: # 3616487 - ATT Billing Invalid past due balance

Date: 10/23/2019 8:06:47 PM

City/State/Zip: Farmington, Missouri 63640

Company Complaining About: AT&T

Description

ATT repeatedly billing a past due amount even though paid after disconnect of DirecTV

Ticket: # 3616504 - local channels

Date: 10/23/2019 8:21:01 PM

City/State/Zip: Hill City, Minnesota 55748

Company Complaining About: Free Broadcast And/or Dish Network

Description

We are about 50 miles from channels 13 & 11 but because of the way they are required to broadcast we, in the Hill City area are on the very fringe of the signal. Our reception of 13 is marginal at best and we can't get 11 at all. If we take local channels on our satellite service the people north of the county line get Duluth channels but we, a few miles south, have to settle for the Twin Cities stations which are not local to us. Duluth is 90 miles away while the Twin Cities is 200 miles away.

Ticket: # 3616505 - No cbs channels

Date: 10/23/2019 8:21:42 PM

City/State/Zip: Indianapolis, Indiana 46221

Company Complaining About: Cbs And Affiliates

Description

Since the rescan effective oct 18 i have not been able to get channel 8 or 23. I have antenna tv and these are local & free. I was getting them before. Please help with this as these channels are free not cable.

Ticket: # 3616516 - Billed for 27 days of cable tv (Spectrum) after I cancelled it due to unsatisfactory service

Date: 10/23/2019 8:29:09 PM

City/State/Zip: Lincoln, Maine 04457

Company Complaining About: Spectrum

Description

I called and cancelled my Spectrum Cable TV service on 10/4/2019 and returned the equipment. I called Spectrum to see what my bill amount was for October with the TV service removed as I still have Spectrum internet service. I was told I had to pay for the Cable TV service for entire month of October even though I cancelled it on October 4th. I cancelled the Spectrum tv cable service because it went out every time it rained and the on demand service was very limited. I do not think it is right, morally or legally, to charge a customer for a service AFTER they cancel it. To make it worse, Spectrum did not mention that they would charge for the entire month when I called to cancel on October 4th. It was not until after I called on 10/23 to find out what I owed with the cancelled service taken off that I was told they charge for the entire month regardless. I would have just kept the service until the end of the month had I known I HAD to pay for it, however I had already returned the cable box to the Spectrum office (as they requested when I cancelled) 50 miles away and they still did not say anything about being charged for the entire month even though I cancelled on the 4th.

Ticket: # 3616521 - Direct TV

Date: 10/23/2019 8:32:47 PM

City/State/Zip: Odenville, Alabama 35120

Company Complaining About: Directv

Description

Direct TV assured me I would not be under a contract if I returned as a customer. However when I cancelled my service I was informed I was under contract and it was a verbal agreement. I have attempted to settle this with Direct TV.

Ticket: # 3616528 - Suddenlink service

Date: 10/23/2019 8:35:40 PM

City/State/Zip: Logan, West Virginia 25601

Company Complaining About: Sudden Link

Description

My tv service has not worked properly since it was installed on Oct 1 2019. I have made multiple calls weekly to Suddenlink (remaining on hold 2.5 hours each time I call) my problem can't be resolved so they schedule a technician to come out— today made appt the 3rd appt and all 3 of them was a no show

Ticket: # 3616536 - Service Issues with Cable TV

Date: 10/23/2019 8:41:30 PM

City/State/Zip: Memphis, Tennessee 38117

Company Complaining About: Comcast

Description

Intermittent service issues since June 2019. After recurring phone conversations, repetitive trouble shooting and multiple technicians visiting my home, the problem is not resolved. A new solution is needed, but one is not offered by the company.

Ticket: # 3616546 - Loud Commercials

Date: 10/23/2019 8:52:32 PM

City/State/Zip: Fayetteville, North Carolina 28303

Description

On Hulu, the ads are at lease twice as loud as the televisions shows.

Ticket: # 3616563 - Spectrum

Date: 10/23/2019 9:09:43 PM

City/State/Zip: Westerville, Ohio 43081

Company Complaining About: Spectrum

Description

I moved on September 13, 2019 and called Spectrum weeks ahead of time to have my Spectrum services transferred to my new address, I was told to take my equipment with me to the new address, hook it up and they would send a signal to my equipment. That's where the problems began, once all my equipment was hooked up I called to have the signal sent and was informed that, "You should've scheduled an appointment, we can't just send a signal". I requested that all of my services be cancelled and returned all of the equipment. They continue to bill me \$161.91 for September 13, 2019 - October 12, 2019, during this time I did not have their services and had returned their equipment. I was told that because my bill generated on September 13, 2019 this was unfortunate for me and that I would have to pay for a month of services I did not have. I have spent hours on the phone with them pleading for a resolution, the last time I called they "opened a ticket" and told me that I would owe \$0.00, that was September 23, 2019 (Ticket #: 30277035). On October 23, 2019, I received another bill for \$161.94. I should not be billed for services I did not receive, my desired resolution is to receive an invoice from Spectrum stating my balance is \$0.00.

Ticket: # 3616566 - false EAS activavtion

Date: 10/23/2019 9:13:45 PM

City/State/Zip: Pittsboro, Indiana 46167

Company Complaining About: Wowo

Description

WOWO am in Ft Wayne IN played the EAS alert tones at 1.51pm EDT on Wednesday 10.22.19.

The tones were followed by what sounded like the last 5 seconds of a PSA about child car seats.

There was no mention of any testing.

I heard this once before but can't verify it was this station nor the date, but the situation was similar, tones only without any test announcement.

Ticket: # 3616567 - Obscene and graphic commercial

Date: 10/23/2019 9:14:44 PM

City/State/Zip: Center Sandwich, New Hampshire 03227

Description

I just saw the most horrible, obscene and terribly graphic commercial for the movie "Evil". It shows a woman tied to a bed, cut, bloody, and foaming at the mouth, portraying an exorcism. It was 8:30 pm, on CBS network. Very disturbing, and unwanted. I don't believe this is appropriate, and would prefer that commercial not aired as is.

Ticket: # 3616573 - loss all my tv channels except 32 and 50.

Date: 10/23/2019 9:24:06 PM

City/State/Zip: Dekalb, Illinois 60115

Company Complaining About: Other

Description

On October 18, the tv stations in Chicago and Rockford, upgraded their frequency. Prior to this I receive over 30 channels including all the digital, from Chicago,5,7,9 sometimes, 11,26,32,38, all the channels in the 60". From Rockford channel 17,23 and 39. I live in dekalb il,, which is 60 west of Chicago. 2 miles north of route 38, along peace road. Straight shot to the tramission antenna in Chicago. I looked it up. I loss all the station, except 32 and 50. I even loss channel 7 which was the most powerful of all.

Ticket: # 3616589 - loud commercial

Date: 10/23/2019 9:36:37 PM

City/State/Zip: San Diego, California 92117

Description

loud commercial

Ticket: # 3616593 - Advertising Loudness on Comcast San Francisco Comedy Central channel

Date: 10/23/2019 9:40:42 PM

City/State/Zip: San Francisco, California 94117

Company Complaining About: Comcast

Description

Comcast TV is frequently airing ads that are twice as loud as the programming volume.

Neither yhe FCC or Comcast provide a web form or any instructions to report and track remedy of violations og yhr CALM Act which outlaws loud advertisements. Please advise.

This is neither a "billing" nor an "availability issue. Why arent there more options than those two on this web form when your instructions page describe a CALM-specif complaint form?

is grewuently airing advertis

Ticket: # 3616607 - Loud commercials on Fox Sports Go on Roku

Date: 10/23/2019 9:52:48 PM

City/State/Zip: Denver, Colorado 80212

Description

I'm watching the world series on my Roku via the Fox Sports Go app. All the commercials are significantly louder than the broadcast. Local Fox station is fox 31

Ticket: # 3616626 - Cable TV

Date: 10/23/2019 10:14:39 PM

City/State/Zip: Murphy, North Carolina 28906

Company Complaining About: Murphy Cable In Murphy, Nc

Description

Murphy Cable TV has promised repeatedly to repair several stations that, after months, are not viewable after 5 o'clock PM. It's not just our house, but county wide. They tell us it's a network problem. CBS and FOX are always affected.

Ticket: # 3616628 - Loud Commercials - CALM act

Date: 10/23/2019 10:16:34 PM

City/State/Zip: Tallmadge, Ohio 44278

Description

There is a large discrepancy between the volume of commercial segments and the volume of the movie.

Ticket: # 3616656 - Horror movies. I want them OFF MY TV.

Date: 10/23/2019 10:42:57 PM

City/State/Zip: Fort Lauderdale, Florida 33305

Company Complaining About: Comcast

Description

I'm sick and tired of turning on my TV and seeing ads and shows about horror. I'm fucking disgusted and I want this shit removed from my TV.

You assholes allow for PORN to be restricted but not chainsaws cutting someones head off. Fucking retards...

I should be able to RESTRICT this shit from playing in my home.

Fix it. I will have my legal team write up a formal complaint for fun. Because someone has to stop this shit.

Ticket: # 3616676 - Bait and switch

Date: 10/23/2019 11:28:20 PM

City/State/Zip: Moriches, New York 11955

Company Complaining About: Optimum

Description

Prompted by advertising I switched from Optimum to Altice. I was quoted \$144.95 for the same services I had. No such luck. Lost DVR service and was then told it's \$17.99 more. Then I noticed I didn't have the same channels. Another \$10, no \$20. Multi-room DVR service never worked . Fixed tonight. Got \$1 credit!!! Unbelievable. They advertise \$69.99 for Altice 200 service. I'm now paying \$177.95! Help!

Ticket: # 3616690 - Double billing, admit mistaken charge after 35 days, threaten to shut off service if incorrect bill is not paid immediately.

Date: 10/24/2019 12:14:08 AM

City/State/Zip: Los Angeles, California 90065

Company Complaining About: Directv

Description

I was double billed for the same DirecTV package. I contacted them immediately but no one could remove the charge of nearly \$168. After 10 hours of phone calls over many days I was told to wait til the next bill, but in the mean time to pay the correct bill total which I did. The new bill was released, has the credit for the erroneous charge, yet they still claim I am overdue from the previous month and are now threatening me in red type that my service will be shut off and major fees will be assessed if I do not pay for the previous charge that they have now corrected. I spent another hour on the phone with AT&T customer service, was transferred many times, before they hung up on me. I am suffering a financial hardship and this has caused me immense stress. The fact they cannot correct a simple erroneous charge immediately, not even 35 days later with numerous calls, is violating the customer's bill of rights. They offer zero method of emailing to contact them and I simply do not have the time to spend several hours several times a week with them to straighten out a simple issue.

Ticket: # 3616697 - Billing for HBO

Date: 10/24/2019 12:36:24 AM

City/State/Zip: Florida, Massachusetts 01247

Company Complaining About: Directv

Description

I am suppose to receive HBO for free with my current AT&T cell plan. I keep getting billed for HBO. I have spent hours trying to resolve this for the past several months. I've gotten no where. I refuse to pay for HBO when it's suppose to be free. I take the amount for HBO off my bill that is paid on time and now I get a past due amount and a late fee for not paying the total bill. No one seems to know what they are doing and I keep getting told it's been fixed. While it hasn't since I keep getting billed for HBO.

Ticket: # 3616741 - customer support lying about my bill

Date: 10/24/2019 3:50:31 AM

City/State/Zip: Lockney, Texas 79241

Company Complaining About: Directv

Description

I contacted customer support 3 times about my bill issue, first rep hung up On me, second one laughed and was rude and kept denying what i clearly have proof of, and third one didnt have an reason as to why they sent me a bill that was incorrect more than once. I work and hardly look into bill and just pay them, id like to know how often this happens? I discovered 2 times so far please help me.

Ticket: # 3616763 - Directv paper billing

Date: 10/24/2019 7:20:29 AM

City/State/Zip: Santa Barbara, California 93108

Company Complaining About: Directv

Description

Fax Ticket#07115 Ready For Data Entry

Ticket: # 3616765 - DirecTV Billing Complaint

Date: 10/24/2019 7:35:16 AM

City/State/Zip: Milan, Pennsylvania 18831

Company Complaining About: Directv

Description

Postal Mail Ticket#29156 Ready For Data Entry

Ticket: # 3616781 - Dish Network Programming loss billing

Date: 10/24/2019 8:18:19 AM

City/State/Zip: Paris, Texas 75462

Company Complaining About: Dish Network

Description

Fox Regional Sports blacked out, but Dish is charging the same price for service not received, as when previously received. They should reduce amount charged.

[Ticket: # 3616788 - Cable One billing](#)

Date: 10/24/2019 8:25:44 AM

Company Complaining About: Cable One

Description

Postal Mail Ticket#29158 Ready For Data Entry

[Ticket: # 3616790 - Charter channel availability/billing](#)

Date: 10/24/2019 8:26:09 AM

City/State/Zip: Birmingham, Alabama 35216

Company Complaining About: Charter

Description

Postal Mail Ticket#29160 Ready For Data Entry

Ticket: # 3616793 - Cable Equipment

Date: 10/24/2019 8:26:33 AM

City/State/Zip: Sacramento, California 95821

Company Complaining About: Comcast

Description

Postal Mail Ticket#29162 Ready For Data Entry

[Ticket: # 3616795 - Closed Captain Availability](#)

Date: 10/24/2019 8:26:57 AM

City/State/Zip: Corpus Christi, Texas 78418

Description

Postal Mail Ticket#29164 Ready For Data Entry

Ticket: # 3616797 - TV Billing Dispute

Date: 10/24/2019 8:27:10 AM

City/State/Zip: Indian Land, South Carolina 29707

Company Complaining About: Time Warner

Description

Postal Mail Ticket#29165 Ready For Data Entry

[Ticket: # 3616803 - ABC reporting false news](#)

Date: 10/24/2019 8:28:17 AM

City/State/Zip: Kansas City, Missouri 64152

Company Complaining About: Abc News

Description

Postal Mail Ticket#29170 Ready For Data Entry

Ticket: # 3616805 - Re: [FCC Complaints] Re: Over billed

Date: 10/24/2019 8:32:43 AM

City/State/Zip: Vero Beach, Florida 32968

Company Complaining About: AT&T

Description

This is a follow-up to your previous request #3608505 "Over billed"

I have not heard from AT&T. Has this resolved? I am not aware.

Can you please explain what happened to me.

Thank you, (b) (6)

-----Original Message-----

Ticket: # 3616812 - Comcast complaint

Date: 10/24/2019 8:36:32 AM

City/State/Zip: Derry, New Hampshire 03038

Company Complaining About: Comcast

Description

Comcast had been moving channels out of my contracted package (Cinemax, STARZ, TCM) and selling them back to me by requiring me to purchase other packages to get them back. This amounts to over \$30 a month to maintain the same level of service for which I contracted. If they can charge me more for keeping level service, why don't they have to charge me less when service decreases? My bill should go down when premium channels are removed from my package.

Ticket: # 3616821 - Optimum

Date: 10/24/2019 8:43:54 AM

City/State/Zip: Brooklyn, New York 11207

Company Complaining About: Optimum

Description

They are being charged \$80 for a service that was not done.

Tech came out on the 25th and touched 2 wires and the internet came back on and he left.

He told Optimum that he changed the modem.

Her and her husband both talked to them on different occasions

They are telling them that they will call them back and don't.

No one will talked to them

Ticket: # 3616841 - Optimum Availability

Date: 10/24/2019 9:03:51 AM

City/State/Zip: Lakewood, New Jersey 08701

Company Complaining About: Optimum

Description

- Consumer does not like the idea of ever having to call Optimum.
- Consumer called Optimum this morning Thursday Oct 24th, 2019 and states that Optimum will not let you speak to anyone about the issue she is having and wanted to have Optimum close to have a smaller window about when they were supposed to come out.
- Consumer has been having issues with her TV/internet and her services has been out since Monday evening Oct 21st, 2019. When consumer called Optimum stated that there was an outage in her area but she lives in a condo area and the other tenants had their service, but consumer was the only one who did not have service.
- Optimum supposed to be at consumer home today Thursday Oct 24th, 2019 between the hours of 10 - 8 which consumer is upset over that they are not able to give her a shorter window to coming to work on her service.
- Consumer would like this issue resolved by having her services working so she is able to have her TV/Internet.

CTR395-phone

Ticket: # 3616845 - Re: [FCC Complaints] Re: Directv

Date: 10/24/2019 9:07:17 AM

City/State/Zip: Clark, New Jersey 07066

Company Complaining About: Directv

Description

This is a follow-up to your previous request #3546545 "Directv"

Good morning

This is (b) (6), ticket number 3546545. I filed my complaint against Directv. I wanted to let you know that as of today, I still have not received my reimbursement! It has been over thirty days. I believe ample time has passed and that my refund should have been processed by now. I did reach out to the contact person who contacted me initially, but have not heard back.

Thank you in advance for assistance.

Sincerely,

(b) (6)

Sent from my iPhone

Ticket: # 3616859 - Advertisement on radio

Date: 10/24/2019 9:20:40 AM

City/State/Zip: Prairieville, Louisiana 70769

Company Complaining About: Wjbo Owned By Iheart Radio

Description

Heard ad for free bottle of CBD on radio in. I called the number 1-800-605-2712 which was stated on radio for CBD Labs. Requested a web address or information on lab testing for product- which I had to buy 2 bottles/\$60 each to get the advertised free bottle. Informed me could not give web address or any information on ingredients, and that I had heard ad on national radio show so I should believe them to be trustworthy. When pressed for info before purchase kept saying since they were on radio it was ok to buy from them. Google search shows no such company. Want them investigated, claim giving free product to help with pain & other issues-states because it is on radio it has to be true-not able to give company name or address to find out exactly what they are selling so consumer can get free bottle. Only have phone number because they would not give any information during call.

Ticket: # 3616862 - Bill

Date: 10/24/2019 9:24:17 AM

City/State/Zip: Hilliard, Ohio 43026

Company Complaining About: AT&T

Description

We cancelled with AT&T/Direct TV late August 2019. We paid a finally bill then on October 21,2019 AT&T /Direct Tv took \$58.55 out of our checking first off we cancelled with them they should not have our information still we called and of course we get the run around had one person hang up on us and try to get to to talk to a supervisor is almost impossible when we did talk to a supervisor his respond was that's our policy if we have a balance even after cancelling no one just takes money out of our account without our permission they explained the amount t was for early cancellation which is fine but don't take money out of our account after we cancelled. I seriously don't know how they are still in business I have not ever had the rudest consumer service people as AT& T WE are going to contact the general attorney office and probably a lawyer we had more problems with them that is the main reason we cancelled.

Ticket: # 3616883 - Interference

Date: 10/24/2019 9:34:45 AM

City/State/Zip: Nelsonville, Ohio 45764

Description

- The consumer is experiencing interference from a radio
- He is a ham operator
- He states someone is pressing the PTT button without proper use
- It is coming from 154.700

CTR405-phone

Ticket: # 3616948 - Altice (Suddenlink) Customer service

Date: 10/24/2019 10:01:48 AM

City/State/Zip: Farwell, Texas 79325-0253

Company Complaining About: Sudden Link

Description

(b) (6)

Ticket: # 3616962 - Suddenlink Cable TV missing channels since 10/14/19

Date: 10/24/2019 10:09:07 AM

City/State/Zip: Flint, Texas 75762

Company Complaining About: Sudden Link

Description

Missing many channels. called Cust Svc many many times including Corp. Cust Svc. 2 repair service calls to home but still no fix.

I have spent probably more than 12+ hours on phone hold, spoke to countless agents and waited at home more than 8 hours for repair appointments to show. Suddenlink / Altice committing fraud upon its customers by not addressing problems in a timely fashion and charging while receiving less service that we are paying for.

You should find many calls and notes our account. I am authorized upon the account also. we also have billing issues registered with Corp. Customer Service.

Thank you for any help.

Ticket: # 3617022 - Accessing account with TV internet provider

Date: 10/24/2019 10:35:37 AM

City/State/Zip: Shinnston, West Virginia 26431

Company Complaining About: Sudden Link

Description

I have spoken with Suddenlink about being unable to access my online account, have talked to them no less than 7x in 2 days, I am so frustrated I don't know what else to do. They say they can't fix it, and basically I can pay my bill through the phone without actually seeing the bill. My bill went up \$30, and I want to see why. They say they cannot reset my account and they can't do anything to help me. I just can't even fathom this is true. Can you please help with this. I also filed with BBB

Ticket: # 3617024 - Shady Billing and Bad Service

Date: 10/24/2019 10:37:04 AM

City/State/Zip: Salt Lake City, Utah 84105

Company Complaining About: Comcast

Description

We have had an ongoing issue with our internet and cable provider, Comcast, since June of this year. Comcast was unable to resolve signal issues and we lowered our service. But our bill increased. We are paying for boxes a Comcast technician removed from our home and services (Netflix) that we did not authorize.

Ticket: # 3617077 - Billing

Date: 10/24/2019 10:54:47 AM

City/State/Zip: Bronx Ny, New York 10453

Company Complaining About: AT&T

Description

(b) (6)



Ticket: # 3617100 - Dish Network

Date: 10/24/2019 11:02:07 AM

City/State/Zip: Ripley, Tennessee 38063

Company Complaining About: Dish Network

Description

On June 25, 2019 I contacted Dish Network Satellite Service about information on subscriptions. I explained in this conversation that I was only interested in sports programming. I was assured I would receive the sports programming I was requesting. I agreed to the subscription which also involved a 2 year contract.

On July 3, 2019 all the programming that was agreed to in contract was taken off of Dish's programming. After 3 months (90) days I contacted Dish with intentions of canceling the subscription because the company failed to provide what was contracted in our agreement. Only to be told it would cost me an additional \$475.00 early termination contract fee. I have contacted Dish by phone on several occasions almost always a 30-45 minute wait, only to "their working on it". I feel Dish's business practices are an injustice to the consumer and they try to bully their customers into paying their fees.

Ticket: # 3617108 - DIRECT TV

Date: 10/24/2019 11:04:16 AM

City/State/Zip: Rices Landing, Pennsylvania 15357

Company Complaining About: Directv

Description

My elderly mother signed up for a Direct TV package that she was unaware it wasn't what she wanted..told she owed \$480 in disconnect fee after one day...would like \$480 fee waived

Ticket: # 3617145 - Spectrum is charging more than what I agreed to pay

Date: 10/24/2019 11:15:52 AM

City/State/Zip: Cedar Park, Texas 78613

Company Complaining About: Spectrum

Description

I added Cable TV 3 months ago and they charged me the agreed on price for 2 months and now they increased the price. I would just like to go back to paying the agreed on amount.

Ticket: # 3617152 - Dish issues

Date: 10/24/2019 11:17:12 AM

City/State/Zip: Bloomfield, New Jersey 07003

Company Complaining About: Dish Network

Description

- The consumer said Dish is charging/billing her unfairly.
- The consumer is elderly, and she feels as they are taking advantage of her.
- The consumer said they lied to her so she could sign a contract.
- The consumer said this all happened when she moved to an apartment complex where they didn't allow Dish.
- The consumer called Dish and explained her issue and they told her they were going to pause her services till she found somewhere where they would allow dish, however, they were still going to be billing her.
- The consumer said her contract was over in September and Dish sent her boxes to return her equipment, which she did.
- The consumer said even though her contract was over, and she returned the equipment, they are still wanting to charge her for an ETF of \$326.53.
- The consumer said the reason they are charging her ETF is because when they paused her services, they also paused her contract, however, the consumer was never aware of that.
- The consumer said now she has a collection agency and Dish calling her nonstop.
- The consumer is upset of the miscommunication and the misrepresentation.
- The consumer feels as she is not responsible for the ETF as they mislead her, and she wants them to waive the ETF.

CTR-382

Ticket: # 3617154 - Moving channels to make you buy other packages for the service

Date: 10/24/2019 11:17:36 AM

City/State/Zip: Snellville, Georgia 30078

Company Complaining About: Comcast

Description

Xfinity/Comcast has moved TCM, an old movie channel to their Sports Package. If you don't subscribe to that you no longer get the channel. It costs an additional 9.95 per month. Why would old movies be under Sports? The lists of available channels for the area you live in says you get TCM which is false advertising. In my opinion this is a ploy to rip customers off for more money

Ticket: # 3617189 - Bundled service

Date: 10/24/2019 11:28:00 AM

City/State/Zip: Marietta, Georgia 30068

Company Complaining About: Comcast

Description

Comcast is consumers provider for bundled service. She called them to check on current promotions. Her bill was \$150. Consumer was quoted \$86 per month and everything was to remain the same (New promotion). Supervisor was supposed to call to confirm new pricing and she was supposed to also receive an email.

Provider never called her as stated nor did she receive the email. Consumer was advised that the notes that were taken when offered the promotion were different then the statement made. Consumer wants the promotion that was promised to her for \$86 per month.

CTR 392-phone

Ticket: # 3617192 - Dangerous Content

Date: 10/24/2019 11:28:41 AM

City/State/Zip: Lovington, New Mexico 88260

Company Complaining About: Mtd Radio Kwmw 105.1fm

Description

KWMW Maljamar 105.1fm's morning show "B" and the breakfast club openly advocates for civil war in American between Republicans and Democrats. They make racist comments regularly on their broadcast. They do not give equal time to political candidates. B preaches hate, and endangers people's lives with the words he chooses to use.

Ticket: # 3617215 - billing after turn off request date

Date: 10/24/2019 11:34:31 AM

City/State/Zip: Seminole, Florida 33776

Company Complaining About: Spectrum

Description

I have had to file 5 times with you over something you have control over, I have tried to reason with Spectrum but they wont play the phone call with me, they just say it was a service call, wich to some degree is true because that's how it started, our whole system was down and we were the only one with a problem and when they told me it was going to be 3 days to get a repair man out to fix it I told them I no longer wanted to be their customer anymore so they transfered me to the disconnect dept., I NEED YOU TO LISTEN TO THE CALL BECAUSE THEY WON'T PLAY IT FOR ME AND THAT'S BULLSHIT, how can you say you protect the innocent, not once have you contacted on my behalf to investagate the call, March 14th at 849 pm of 2019, I'M NOT GOING TO STOP, MAKE THE CALL, THIS IS NOW ON MY CREDIT FILE AND IF WE CANT COME TO A RESALUTION, I WILL GET LEGAL

Ticket: # 3617289 - Billing Issues

Date: 10/24/2019 11:56:31 AM

City/State/Zip: Flushing, New York 11365

Company Complaining About: Spectrum

Description

- The consumer is calling about her carrier Spectrum
- She only has Cable
- The consumer states they keep raising the price every 3 months
- She states a manger Shane called her a liar
- On May 24, a rep gave her a price \$58/month for a year until June 2020
- The consumer wants her bill to be \$58/month

CTR405-phone

Ticket: # 3617320 - Bundled service

Date: 10/24/2019 12:07:07 PM

City/State/Zip: Birmingham, Alabama 35211-1911

Company Complaining About: AT&T

Description

Consumers provider is supposed to be AT&T for bundled service.

Consumer states that provider does not have his account set up under his name or social or license. He contacted their fraud dept. The only thing they have correct is the address. When consumer applied for service - the provider input the wrong information under someone else name. Consumer has service but it is under someone else name. They advised consumer that a bank draft was also set up. Consumer states this is not even his bank. All of the information listed under this account is under someone else name ((b) (6))). Consumers name is "((b) (6))". Consumer wants provider to fix this issue and remove the \$299 worth of fees.

CTR 392-phone

Ticket: # 3617344 - Illegal radio system

Date: 10/24/2019 12:15:11 PM

City/State/Zip: Lachine, Michigan 49753

Description

There is a system that is still in operation after there license has been cancelled on 04/14/2018

Call sign: WNRU378.

I listen to users use this system everyday and I check it out on Radio Reference for information.

The user is Thunder Bay Transportation Authority in Alpena, Mich.

Ticket: # 3617467 - Billing/Service Issues

Date: 10/24/2019 12:49:39 PM

City/State/Zip: Philadelphia, Pennsylvania 19132

Company Complaining About: Comcast

Description

- The consumer is calling about Comcast as her carrier
- She has bundled package
- She states they took away Cinemax and they are charging the same fees
- She states they are now wanting to take Starz away as well
- The consumer wants her monthly bill decreased due to these issues

CTR405-phone

Ticket: # 3617495 - Fox broadcast of the World Series MLB game

Date: 10/24/2019 12:56:03 PM

City/State/Zip: Pocatello, Idaho 83204

Description

During the voting commercials it said "Make sure you remember to vote November 6th" The voting day listed even on calendars is November 5th. This is a direct violation of misinformation to the entire Nation and everywhere that watched to vote on the wrong day and Fox did it repeatedly and lied to all of us to assist Trump's party of lawbreakers. We all were truly offended and Fox should be fined accordingly. Idaho

Ticket: # 3617552 - Comcast Availability

Date: 10/24/2019 1:07:05 PM

City/State/Zip: St. Augustine, Florida 32092

Company Complaining About: Comcast

Description

Postal Mail Ticket#29172 Ready For Data Entry

Ticket: # 3617553 - OTARD complaint

Date: 10/24/2019 1:07:16 PM

City/State/Zip: Scottsdale, Arizona 85260

Company Complaining About: Management Trust

Description

Postal Mail Ticket#29173 Ready For Data Entry

Ticket: # 3617652 - Too Rapid Speech

Date: 10/24/2019 1:31:05 PM

City/State/Zip: Monument, Colorado 80132

Description

I hear many commercials that give information (apparently to satisfy some legality) at such high rate of speech that it is not understandable.

Can't some restriction be placed on the rate, say 100 words/min so the message isn't a total waste?

I'm sure the original intent was to inform potential customers so the message was recorded and then sped up to comply with the 'rule'.

Ticket: # 3617667 - Cannot Get WSMV

Date: 10/24/2019 1:33:27 PM

City/State/Zip: Dickson, Tennessee 37055

Company Complaining About: Antenna

Description

After the rescan, I cannot get any WSMV channels. I got them the day of the rescan but I cannot pick them up now. Please help.

Ticket: # 3617673 - Moving TCM from standard to Sports tier and raising the prices for Seniors

Date: 10/24/2019 1:34:15 PM

City/State/Zip: Charlottesville, Virginia 22901

Company Complaining About: Comcast

Description

A station that is watched by many Seniors on fixed incomes is being moved to a high tier, high cost platform. This is unfair and unreasonable. What does a classic movie network have to do with Sports? They need to rescind this.

Ticket: # 3617680 - Additional Charge to Speak with a Representative

Date: 10/24/2019 1:35:49 PM

City/State/Zip: Spring Hill, Florida 34609-9410

Company Complaining About: Spectrum

Description

I phoned today and had a question regarding billing. An automated response was that if I wanted to speak to a billing representative, my account would be charged \$5.00 for the privilege of talking to someone to ask why my bill increased \$11.00 this month. It doesn't make sense that I would be charged \$5.00 to ask why my charges are so high.

Ticket: # 3617693 - Comcast and Sherry Thomas

Date: 10/24/2019 1:38:39 PM

City/State/Zip: Bowie, Maryland 20721

Company Complaining About: Comcast

Description

I paid my bill on July 31, 2019, Comcast disconnected my account for non payment. After filing a complaint they found the payment, but only credited \$136 of my \$163 payment to my account . Sherry Thomas (Comcast Rep.) emailed saying there was a balance on a previous account, but failed to produce a statement proving the charges are mine. It is not ethical nor transparent to allocate my money to other bills without my knowledge and consent. I would like the \$27 added to my account.

[Ticket: # 3617695 - Charges & channel line up](#)

Date: 10/24/2019 1:39:13 PM

City/State/Zip: Lansing, Illinois 60438

Company Complaining About: Comcast

Description

I have a bundle package with Xfinity cable (HBO, STARZ, CINEMAX SHOWTIME), phone & internet. Xfinity is taking channels from the package, however continuing to charge for the stations. But advising if I want those channels I could pay for the station no longer included in the package while still being billed for that station in my package I have. Also regarding set up techs left

Ticket: # 3617721 - Poor signal

Date: 10/24/2019 1:47:23 PM

City/State/Zip: Eau Claire, Michigan 49111

Company Complaining About: South Bend/elkhart Over The Air Stations. 16-25-28-34-46-57-69.

Description

On October 18th and ever since reception is virtually non existent on almost every channel. I have tried all the recommendations offered but to no avail. I did not have this problem before! Put them back where they were before!

Ticket: # 3617727 - Charged a fee for non returned equipment

Date: 10/24/2019 1:48:30 PM

City/State/Zip: Katy, Texas 77449

Company Complaining About: AT&T

Description

Att direct tv charged me \$146.14 for non returned equipment. I have returned the equipment and provided att with the tracking #. Att told me they have received the equipment and I would be issued a refund. After not receiving a refund I called att to inquire. Now the agents are telling me they didn't recieve the equipment and cannot issue a refund.

Ticket: # 3617743 - Frontier Billing/customer service

Date: 10/24/2019 1:50:46 PM

City/State/Zip: Fallbrook, California 92028

Company Complaining About: Frontier Communications

Description

Postal Mail Ticket#29176 Ready For Data Entry

Ticket: # 3617748 - Radio Use, not Licensed

Date: 10/24/2019 1:51:05 PM

City/State/Zip: Mckinney, Texas 75070

Description

There is a company in Denton, Texas called D14 (Airsoft Field). Many of the participants use radios for communication - however they are using HAM bands for the communication feeling they are okay doing so. A screenshot from Facebook is attached.

Ticket: # 3617758 - AT&T Billing Complaint

Date: 10/24/2019 1:52:01 PM

City/State/Zip: Northridge, California 91325

Company Complaining About: AT&T

Description

Postal Mail Ticket#29183 Ready For Data Entry

Ticket: # 3617763 - AT&T Availability/Billing

Date: 10/24/2019 1:52:21 PM

City/State/Zip: Rowley, Massachusetts 01969

Company Complaining About: AT&T

Description

Postal Mail Ticket#29185 Ready For Data Entry

[Ticket: # 3617764 - Channel Availability](#)

Date: 10/24/2019 1:52:32 PM

City/State/Zip: Beaver, Pennsylvania 15009

Company Complaining About: Comcast

Description

Postal Mail Ticket#29186 Ready For Data Entry

Ticket: # 3617765 - Hulu Streaming Billing Dispute

Date: 10/24/2019 1:52:42 PM

City/State/Zip: Wonevok, Wisconsin 53968

Company Complaining About: Hulu

Description

Postal Mail Ticket#29187 Ready For Data Entry

Ticket: # 3617766 - TV Billing Dispute

Date: 10/24/2019 1:52:53 PM

City/State/Zip: Akron, Ohio 44320

Company Complaining About: Dish Network

Description

Postal Mail Ticket#29188 Ready For Data Entry

Ticket: # 3617767 - TV Billing Dispute

Date: 10/24/2019 1:53:03 PM

City/State/Zip: Tyler, Texas 75703

Company Complaining About: Sudden Link

Description

Postal Mail Ticket#29189 Ready For Data Entry

Ticket: # 3617787 - Billing

Date: 10/24/2019 1:57:26 PM

City/State/Zip: Shelby, Alabama 35143

Company Complaining About: Directv

Description

Have had a credit balance with DirecTV for over 2 months and they will not issue a refund check.

Ticket: # 3617792 - Direct TV

Date: 10/24/2019 1:58:47 PM

City/State/Zip: North Little Rock, Arkansas 72116

Company Complaining About: Directv

Description

I was not under any contract with direct tv when I cancelled them on Aug 2019. Called them they sent me a box and prepaid shipping label. I returned the equipment back on 08/13/2019 via USPS. I have my receipt. I got a bill in October 3 for \$197.11 it said I did not return the equipment to them. I called Direct tv spoke to an employee and he said they had received the box and he gave me a number as a received # of the box. He also gave me a ticket number for our conversation. He assured me this was settled and I would not receive any more calls, letters or emails from them. He said I had a zero balanced. Yesterday I get an email from AT&T direct tv saying they will take the amount of \$197.11 for the equipment they did not receive out of my card I always paid them with a check. I checked the tracking number on the USPS tracking and it says the box was delivered to agent. I have all receipts for this proving I do not owe them anything because they did receive their box.

Ticket: # 3617813 - AT&T Fraud by implementing a contract without informing me.

Date: 10/24/2019 2:03:18 PM

City/State/Zip: Saratoga Springs, New York 12866

Company Complaining About: AT&T

Description

As an 8+ year customer, AT&T recently placed me on a 24 month contract, with early termination penalties, which I was never informed about and did not want or need. This is fraud from my perspective. In addition, in my particular situation, their new AT&T system will renew this 24 month contract every 6 months because I am a snowbird and move between 2 homes. (see my attached notes). I want this corrected by AT&T.

Ticket: # 3617846 - Comcast refuses to allow me to request a new channel in the lineup.

Date: 10/24/2019 2:08:55 PM

City/State/Zip: Sarasota, Florida 34232

Company Complaining About: Comcast

Description

I called Comcast to request that OANN channel be included in their lineup... the automated message said they would call me back (I never received a call back).

So, I then drove to the Xfinity Comcast store to put in my channel request personally... but I was told that I had to "call the FCC to request a new channel."

I called the FCC, but they said they did not take channel requests... and they told me to file this complaint.

Ticket: # 3617877 - Suddenlink communications

Date: 10/24/2019 2:18:34 PM

City/State/Zip: Mckinleyville, California 95519

Company Complaining About: Sudden Link

Description

I don't even know how to explain. After multiple hours on hold and several techs coming i didn't have any service for a month

They are trying to charge me for that month. I paid it because I broke. This is the worst company I've ever had the unfortunate

Luck to deal with. Hours on hold multiple techs coming here .I don't know how to explain the money and the hours of frustration. It's not fair for them to take advantage of people. If ever time I call I have to wait over an hour on hold. Ever time. They know if they make you wait so long you will give up. I shouldn't have to pay for service no rendered

Ticket: # 3617918 - money taken out of my account that should not have been

Date: 10/24/2019 2:25:50 PM

City/State/Zip: Memphis, Tennessee 38128

Company Complaining About: AT&T

Description

Ticket No 3581189

When I spoke with Patty in the President's office of AT&T on 10/10/19 in response to the complaint filed with FCC, she advised a credit would be posted to my bank account in the amount of \$147.49 (\$98.77 for the receiver which I did return and \$48.72 for the amount of service I was billed for and did not receive) and it should be posted back to my account in 5 business days which would be 10/17/19 but she would give it 10/21/19 to be sure...it is now 10/23/19 and I still have no credit posted to my account from AT&T for the \$147.49. Just spoke to Patty at President's office at AT&T she says the request for the refund was denied on 10/16/19 and reissued and 10/17/19 and now is in the form of a prepaid card and will take 3 to 4 weeks to reach me....which is not acceptable and should have been put back in my checking account like they told me

Ticket: # 3617921 - cancellation of cable service with no prior warning

Date: 10/24/2019 2:25:57 PM

City/State/Zip: Tucson, Arizona 85739

Company Complaining About: Aurora Cable Serviced By At&t

Description

With no warning at all the senior community i live in had the cable service dropped. this was always part of my lot rent and i cannot afford to obtain cable or satellite service. the fact that at&t dropped the service to our cable company is not my problem!

Ticket: # 3617958 - SUDDENLINK PROVIDER WONT DISCONNECT TV SERVICES

Date: 10/24/2019 2:34:56 PM

City/State/Zip: Prosper, Texas 75078

Company Complaining About: Sudden Link

Description

I HAVE CONTINUED TO CALL SUDDENLINK TO DISCONTINUE MY TV PACKAGE FOR THE LAST 2 MONTHS. THEY KEEP SAYING THEY HAVE TO SEND SOMEONE OUT TO HAVE THE ORDER COMPLETE TO REMOVE MY TV. I HAVE BEEN WITH OUT SERVICE NOW FOR 3 DAYS WITH A DISABLED MEMBER IN MY HOUSE. THEY WANT ME TO PAY FOR SERVICES THAT I HAVE CANCELLED MANY TIMES BEFORE THEY RESTORE OUR SERVICE FOR INTERNET AND PHONE ONLY.

Ticket: # 3617993 - Billing Issues

Date: 10/24/2019 2:44:45 PM

City/State/Zip: Wasilla, Alaska 99687

Company Complaining About: Gci

Description

Consumer came around from GCI and said they can hook her up and wants basic

Consumer said she received a bill and they charged her for internet, and she did not want internet.

Consumer called GCI and told them she is not paying the \$169.38 due October 31, consumer said the internet is \$180.82

Consumer just wants the TV service like she told the Sales man when he was there, she only wanted TV and no internet service.

Consumer just wants the Internet service removed and the bill to be 98.29 for just TV.

CTR402

Ticket: # 3617998 - Over Billing - PORT OUT Issues**Date:** 10/24/2019 2:46:15 PM**City/State/Zip:** Temecula, California 92592**Company Complaining About:** Frontier Communications

Description

On Sept 23rd 2019, I had service set up by Spectrum. I had notified Frontier the week prior and they advised that service would cancel automatically once I was disconnected and reconnected by Spectrum. On my install date, My PORT OUT request had some issues. Phone service was not able to be received until that tech support ticket was closed. I had NO Phone service for 3 days. On the third day I had dial tone and could call out but could not receive calls in. I then started calling Frontier and Spectrum daily from this point forward to keep the tech support "open" ticket moving along in their "Next Gen Department"... At this point (the 23rd) I had Internet & TV being provided by Spectrum and a "Native" number established in order for Spectrum to get Frontier to release my original phone number ((b) (6)) so that they could re-establish it under my new Spectrum services. Every time I called Frontier they advised that they had a ticket order open and that they couldn't close it or I could chance losing my number- so they they also advised that cancellation and closing of my account could not happen until all was resolved and that they would prorate my account back to the Sept 23rd date that the cancellation should've taken effect (this is noted by a disconnect department supervisor on Sept 25 in my account records) At one point during the week of September 30th, I reached out to the 3rd party wholesale Celex and asked them what was happening. They advised that a PORT Out request was made on the 23rd and then it was Canceled on the same day for some reason? At this point I asked the wholesale department what needed to happen to fix this issue - she advised that all they had to do was put in another PORT OUT request. Sounded simple to me- but, every time I spoke with the "Next Gen Department" at Spectrum about this - they advised that there were several expedited OPEN tickets and that they had to satisfy them in the order they were received to keep my number from being erased. My concern that I shared with FRONTIER every day that I would call and get an update (which was a huge process) was that My billing cycle was going to end on the 9th of October and that I didn't want to get billed for another month since I was already getting billed by Spectrum from Start date of Sept 23rd. They kept advising me that the computer system does not know how to cease mid billing cycle and that once the work order ticket was closed it would then be capable of being adjusted back to the 23rd of September. This game continued until I finally got my phone line and number in working order on October 3rd. On that day I called over to Frontier to have them complete the cancellation ASAP and start resolving my past "double billing" due to circumstances beyond my control . They advised me that I would have to wait until Monday the 7th because they still had a work order ticket open and that it would compromise my PORT OUT with Spectrum. I called on Monday the 7th and they advised me that I would have to wait until my billing cycle ended on the 9th and to call in on the 10th because it would close itself out and that would be the time that they would have to submit documentation to the billing department to have them retro my billing back to the 23rd and issue me a credit which would come to be on the form of a VISA debit card. On the 10th I called and spoke with Stephanie in the disconnect department, She advised me that my account had been closed and that at this time I had been billed from 9/10 thru 10/10 PAID on my *credit card and that now I had been billed for the next billing cycle of 10/10 thru 11/9. She explained in her detailed letter to the billing dispute department all of what I just explained in detail in this letter - She also submitted my first bill/invoice from SPECTRUM showing that I was charged and rendered service from 9/23 from SPECTRUM. She explained to them that I was advised

throughout this process from Frontier that the billing cycles had to continue to stay open for the tech department to work with Spectrum & third party wholesaler to resolve the PORT OUT situation and that the billing cycle that was for 10/10 thru 11/9 should be deleted/ canceled out and that the billing cycle 9/10 thru 10/9 which was paid in full should be credited back and that I should receive my visa debit card with any/all remaining after the crediting of the account. I checked my FRONTIER account yesterday (Oct 23rd) and it is showing the \$165.94 DUE with an \$86.24 credit reflecting a total owed as \$79.70 and due Nov 4th. When I called yesterday to find out why the 10/10 thru 11/9 billing cycle was credited instead of being completely cancelled and zeroed out and why the credit wasn't applied to the billing cycle of 9/10 thru 10/9?? I was advised by Tanesha (TRR911 Badge number) that was not owed any money and that there are no prorations and that was needed to pay the balance owed because by law they do not have to refund me or prorate me any money - she then read their terms to me. At that point I asked to speak with her supervisor which she refused and said that she could put a request to have someone call me. I ended the conversation with her and called back in- I was advised by a very knowledgeable and helpful person named Trisha (TSS579) that she could see that they needed to fix the billing issue - she could see in my notes all that had occurred and that they needed to retro the account back to 9/23 for credit owed - but she said that the current billing cycle that ends on 11/4 needed to occur for the computer to finalize the credits that were needed to zero out the remaining balance and apply the additional credits so that they account would reflect an overage which would come to me in the form of the visa debit card. My concern is that I have heard this all too many times during this very tiring and horrendous PORT OUT situation. What I can't understand is how FRONTIER's computer system cannot STOP billing for service that are not being rendered (MY INTERNET and TV) and how they can continue to bill me 2 billing cycles when I have had my services provided to me (besides my phone service porting problems from 9/23 thru Oct 3rd). by SPECTRUM?? I feel like they are taking advantage of a situation that I had no part of - and that they had every part of. It is as if they are using this as a "STALL Practice" to continue to bill customers while they leave work order tickets open to satisfy a PORT OUT request that was confirmed a week prior to the install date of 9/23. I am concerned that I am going to get stuck with this current balance owed and not get reimbursed for the additional cycle billing that I have already paid in full even though I was NOT RECEIVING any services from FRONTIER from 9/23/19 forward. This is Not right. I have seen far too many complaints about this same practice of FRONTIER's where they have sent balances owed that were disputed to the customers credit cards/banks - Frontier continues to send them to collections. Could you please look at all my account history with Frontier and there is even more detailed account history with SPECTRUM to confirm this problematic situation. I've done my part as a responsible customer to call each day and stay in the loop - I NOT ONCE HAVE RECEIVED a call from FRONTIER. The one and only contact that I had was Stephanie (she put the dispute for me to billing) and now the direct number that I was able to call her on 877-433-3806 ext 9187 states that this number no longer exists for Frontier. Thank you for your time. Sincerely (b) (6)

Ticket: # 3618047 - collection billing

Date: 10/24/2019 2:59:43 PM

City/State/Zip: Melville, New York 11747

Company Complaining About: Directv

Description

cancelled service and returned all equipment to direct tv they continue to harass and bill for service and equipment they verbally acknowledged receipt of all items

Ticket: # 3618054 - TV bundled service and charges**Date:** 10/24/2019 3:01:31 PM**City/State/Zip:** St Petersburg, Florida 33733**Company Complaining About:** Spectrum

Description

Tammara started her relationship with Spectrum with internet & phone for between \$75 & \$80. They were good at fixing problems. saw the bundled package for \$89 that included TV and a free DVR. She was told with taxes the package would cost \$99.99 or maybe just a little over \$100. She later found out she was paying the rate for the higher services and getting a lower service package than she was promised. The bill arrived with a charge of \$174 dollars and she was getting less service than promised and paying much more than agreed upon. She called about this and got a \$100 credit and was told that she would now get the services she was expecting. She discovered that she was still not getting all of her channels. She called again and got the channels and discovered that she had a past due balance of \$234 and a total due of \$418.20. She called about this and was told she only owed \$56.25 which she paid by check. Then due to health issues, Spectrum didn't get the \$56.25. Then in August, she called to cancel the TV portion of the bundle. They responded by saying that there was nothing in the call saying that she wanted to cancel the service. Then she was told that a technician came out to bring boxes but Tammara doesn't remember that. She doesn't have any extra boxes. Last night 10/123 their rep, Matthew, told her that until she paid the \$418.20, her account was locked and she couldn't cancel it. She already turned the TV boxes in, but she still has the equipment for the internet and phone. For internet and phone she was told she is being billed \$205. What she would like is for Spectrum to her cancellation request and with the exception of the \$56.25 that she was told she owed, the additional charges be dropped. ***CTR363-phone***

Ticket: # 3618069 - AT&T Direct TV over billing

Date: 10/24/2019 3:04:42 PM

City/State/Zip: Daniel Island, South Carolina 29492

Company Complaining About: AT&T

Description

In Sept 2019 my direct TV bill more than doubled from \$75 to over \$172 a month. Plus I was slammed on showtime which I never agreed to. I have spent over 10 hours on the phone with AT&T billing to get it fixed. They have told me on several occasions it would be. As of today Oct 24th I just received a new bill and all of the incorrect charges are still there. Please help!!!

Ticket: # 3618108 - ear splitting (damaging?) ad

Date: 10/24/2019 3:10:22 PM

City/State/Zip: Kalaheo, Hawaii 96766

Company Complaining About: Iheartradio

Description

A loud ear splitting (damaging?) ad preceeds every login/channel change on iHeart radio in Hawaii. The ad is for a Hawaii food market: Star Market's ad for M&M's Fantasy Football promotion. It soounds like football players colliding and a referee's LOUD shrill whistle, very much like a car crash: tires screeching into a collision. STOP the ad or change it please.

Ticket: # 3618155 - Non Broadcasting - commercials cutting into broadcasting.

Date: 10/24/2019 3:21:31 PM

City/State/Zip: Fayetteville, Arkansas 72704

Description

Dead air space for hours on end. Commercials cut into the programming when it is broadcasting. Not broadcasting entry opportunities for game being offered. Key word is not broading.

Ticket: # 3618159 - Billing Issues

Date: 10/24/2019 3:22:24 PM

City/State/Zip: Flemington, New Jersey 08822

Company Complaining About: Optimum

Description

- The consumer is calling about Optimum as his carrier
- He has a bundled package
- He pays them thru the HOA fees Horizon at Mt Arlington
- He states he also rents out this property to (b) (6), phone number 9 (b) (6)
- The property is at (b) (6), Mt Arlington, NJ 07876
- He states they billed the tenants as well as getting payment from the HOA fees
- The consumer is requesting a refund of \$4500

CTR405-phone

Ticket: # 3618187 - Broadcast Journalism Complaint

Date: 10/24/2019 3:30:01 PM

City/State/Zip: Atlanta, Georgia 30328

Description

Ong

Ticket: # 3618197 - Cox Cable TV Tuning Adapter Won't Activate**Date:** 10/24/2019 3:32:05 PM**City/State/Zip:** Topeka, Kansas 66610**Company Complaining About:** Cox

Description

On October 14 the Tuning Adapter supplied by Cox Cable on my TV system stopped providing over 60 SDV channels that I had previously been receiving. Other channels provided through the CableCard work fine. After several phone calls to Cox tech support and two visits by Cox technicians to my home during which they replaced the tuning adapter twice, they still have been unable to get the problem resolved. No one I have talked to or met with from Cox has been knowledgeable about Tuning Adapters or CableCards even though they are Cox-provided devices. I need to get this resolved so I can watch the channels I am paying for.

Ticket: # 3618292 - Billing Issues**Date:** 10/24/2019 3:56:10 PM**City/State/Zip:** Baltimore, Maryland 21230**Company Complaining About:** Directv

Description

I ordered Direct TV. A technician came to my home to install the equipment, and about 3 hours later I was not satisfied with the service and called Direct TV and asked that someone come out and remove all equipment and cancel the service. I was told they would send out boxes for me to return the equipment. However, after several weeks the boxes never arrived, after additional phone call it was revealed that the boxes were sent to the wrong address. Strange, sense they installed the equipment in the correct address. I finally received boxes and sent equipment back to Direct TV, however they are claiming they never received the equipment and are demanding I pay a \$467 bill for equipment. Direct TV shipping label was on the box and they were paying for the return shipping. Please feel free to review any Direct TV recorded phone calls on my behalf. I would like this bill to be totally voided, so that the collection issue with Sequium Assest Solutions LLC ref # 32116285, can also be resolved. Because I sent back the equipment. This issue happened around August or September. Thank-you. (b) (6)

Ticket: # 3618322 - Harassment of my mother

Date: 10/24/2019 4:04:02 PM

City/State/Zip: Albuquerque, New Mexico 87122

Company Complaining About: Dish Network

Description

My mother is an elderly lady who is 91 years old. A salesman talked her into switching over from Direct TV to Dish about six months ago. She didn't know or realize that it was a two year contract and she doesn't remember signing anything to that affect. She ended up moving a couple of months later into independent living. I am handling her affairs as she's not as capable anymore. I've been talking with Dish over the last few months trying to get everything resolved. To date, I have closed her account, but I'm still dealing with the billing department. They keep calling her with threats of filing a law suite etc. Just last week they called almost everyday. Her last conversation with them lasted nearly an hour and left her in tears. They keep adding charges to her bill and I believe that they are up to about \$500. I don't have a breakdown of the bill at this time. I've asked them to stop calling her and to call me instead. But they refuse. Instead, they continue to harass her and I feel like they are trying to take advantage of my elderly mother.

Ticket: # 3618328 - Directv lied and then charged.

Date: 10/24/2019 4:06:28 PM

City/State/Zip: Branson, Missouri 65616

Company Complaining About: Directv

Description

Directv tried to tell me that I authorized a 1.5 year extension to my two year contract. Now they want to charge me a early disconnect fee because termination would violate this 1.5 year contract extension. After fighting this, I was told in writing by customer retention representative, for second time, I would not have to pay disconnect fee. I also requested to be disconnected on Oct 15 so as to not be charged for additional month. They did not disconnect. Attached is bill and both transcripts where I was told I would not be charged early disconnect fee.

Ticket: # 3618344 - RE: [FCC Complaints] Re: Direct TV Promotions

Date: 10/24/2019 4:10:55 PM

City/State/Zip: Manchester, New Jersey 08759

Company Complaining About: Dish Network

Description

This is a follow-up to your previous request #3522036 "Direct TV Promotions"

I am sorry for my late response, I was waiting on receiving bill from ATT/Direct TV.

I have since terminated my contract with ATT/Direct TV as of 9/23/19. I sent back their equipment per their request.

My issue is still not resolved. They are charging me an additional \$220 for early disconnect. I was told that there would be no charge to early disconnect due to this complaint status. ATT/Direct TV told me that If I canceled the contract I would be better off since they couldn't honor the promised that had made to me regarding monthly price quoted.

Also, I am requesting that they remove the satellite dish from my roof. It is not my property and is an eye sore.

Can you please let me know the resolution of this matter.

Thank you,

[REDACTED]

From: FCC [mailto:consumercomplaints@fcc.gov]

Sent: Wednesday, September 18, 2019 1:26 PM

To: (b) (6)

Subject: [FCC Complaints] Re: Direct TV Promotions

Ticket: # 3618349 - refund of monthly payment

Date: 10/24/2019 4:14:13 PM

City/State/Zip: Pueblo West, Colorado 81007

Company Complaining About: Directv

Description

we canceled our service on june 4 2019 but the next month in july they took another payment out of my account 130.00 dollars. we have been in contact with them several times in the last three months. they always say that the issue will be fixed and the money sent back to us but it never happens just this last Tuesday oct. 22 2019 we called and got the same answer. I cannot believe a company like this is in operation. poor customer service. and nobody wants to take responsibility.

Ticket: # 3618361 - Bad Customer Service**Date:** 10/24/2019 4:17:44 PM**City/State/Zip:** Cincinnati, Ohio 45205**Company Complaining About:** Spectrum

Description

My issues are not being resolved even though I was assured they would be. I was told to hold off paying my bill because billing was going to make sure that I'm accommodated for all of the inconsistencies with my service package and the lack of quality service I've received since my service was installed in June. I've been a customer since June 2nd, 2019 and from the start, it's been a nightmare. I asked for Internet and cable services but received something totally different at a higher price range. The technician that came out yesterday Oct 23, 2019, said that it was a miracle that I've had any service since June because the boxes that send the signal from the outside are screwed up and not sending the right signals. I had the DVR replaced because it has rebooted over 30 times since June. To my disappointment, the new box rebooted itself today less than 24hrs after being installed. I was also told that my bill would be adjusted because of all of the issues I've had, including being put in the wrong package when I signed up and being given a phone service that I didn't ask for nor was I aware that I had, but I've been charged for it. Spectrum is blowing me off and not owning up to what they initially said. This has left me feeling so unimportant as a new customer!!

Ticket: # 3618364 - very bad cable service in every way

Date: 10/24/2019 4:18:12 PM

City/State/Zip: Winter Haven, Florida 33880

Company Complaining About: Spectrum

Description

I had cable and internet /wifi connected with Spectrum on 9/29/19. Since then I have been without cable half of that time - maybe more because I haven't been home half the time. A week later another installer found metal in my wires and it still goes off all the time. They said the best they could do was to give me a \$10 credit. I have to speak to a robot half the day before I can speak to a person * IF I can speak to a person. When they "refresh" it online I'm told it could take 24 hours to come back on. I don't think I should be paying for this service but this is the only service available here.

Ticket: # 3618402 - Re: [FCC Complaints] Re: Ham operator

Date: 10/24/2019 4:32:19 PM

City/State/Zip: Hickory, North Carolina 28602

Description

This is a follow-up to your previous request #3508897 "Ham operator"

I have not received any kind of response.

(b) (6)

On Friday, September 13, 2019, 10:04:36 AM EDT, FCC <consumercomplaints@fcc.gov> wrote:

#yiv1596815675 table td {border-collapse:collapse;}#yiv1596815675 body .filtered99999
.yiv1596815675directional_text_wrapper {direction:rtl;unicode-bidi:embed;}

Ticket: # 3618406 - Failure to provide info re: Basic TV / Overcharging for Tier Plans for over 3 yrs

Date: 10/24/2019 4:32:58 PM

City/State/Zip: Stanton, California 90680

Company Complaining About: Spectrum

Description

Spectrum has overcharged me for over three years since they acquired my account of 27 years from Time Warner Cable. I have been in communication with senior management, Jean-Pierre Dumas and his report, Iba Sambe (retention manger) since 2017. I have complained to both men regarding the failure to maintain their equipment and upgrade the old cables which cause interference with TV images. Spectrum technicians admitted that the equipment was over 35 years old and needed upgrading. Both Dumas and Sambe have not been forthright and misrepresented what the Spectrum TV Silver offered. I've never received the channel line-up I was promised and paying Spectrum for. My rates have continued to increase and each time I have notified them that I will not accept the increases. My Time Warner Cable plan should have been grandfathered, but was not. Spectrum represented I would have the same as I did with Time Warner Cable for less money. They pulled a bait and switch. I have health challenges and am disabled and am troubled by their lack of empathy or compassion. I have repeatedly asked for credits to my account, complained of picture quality and not receiving the TV line-up promised and now not be provided with the information I have requested regarding Basic TV pricing, the Channel line-up for Basic TV. I cannot afford to allow Spectrum to continue do extort money from me and am hopeful you can assist. I would like to receive reimbursement for being overcharged for services I did not receive. I would like the opportunity to review the Basic TV pricing, DVR pricing, all fees to be included, the price for adding either Showtime or HBO and the Basic TV line-up. None of this information is provided on their website. Jean-Pierre Dumas has failed to provide me with this information and I have requested it repeatedly. Spectrum also failed to provide this information to the general manger, John Borack, at PCTA that services Fountain Valley, Stanton and Westminster, CA. Spectrum also provides a telephone number on my bill for the Franchise Administrator that does NOT service the City of Stanton. This needs correction so others can reach out to the proper authority. The one listed on my billing statement shows the City of Huntington Beach.

Ticket: # 3618415 - AT&T / DirecTV Overcharge / Service Suspension

Date: 10/24/2019 4:35:16 PM

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

Company Complaining About: Directv

Description

DirecTV processed a duplicate charge on my account in July for equipment that I did not receive and / or that I should not have been charged for. I have attempted to resolve this with them for the past three months-- they assured me several times that a credit in the amount of \$1,033.22 would be posted to my account. Their ticket no. (b) (6) and their confirmation no.

(b) (6). I have been making the regular monthly payments on the account as they directed me to. Today my service was suspended. This issue should have been resolved several weeks ago-- I have spoken with numerous representatives (all chat transcripts are available) who assured me this would be taken care of. The incompetence is beyond belief. Please assist.

Ticket: # 3618435 - AT&T Billing

Date: 10/24/2019 4:39:49 PM

City/State/Zip: Lewes, Delaware 19958

Company Complaining About: AT&T

Description

- Consumer has been on FCC website for over 1/2 hour trying to file a complaint.
- Usually the provider is willing to work with the consumer since he is a disable veteran.
- Consumer stated that when he received his first bill with AT&T in the amount of \$158.00, he called AT&T and the rep stated to go online and look at the different package that AT&T had.
- Couple day prior he changed provider to Dish Network.
- On Sept 25th, 2019 Dish Network was at consumer home at 9:00 am to install his Dish.
- Consumer called AT&T and asked to speak to a manager and stated that they did not put the consumer to the right dept. People gave consumer a hard time about changing provider.
- Consumer still has not been sent any type of boxes so he can return the equipment back to AT&T.
- Consumer would like this issue resolved by in a reasonable manner by sending him a bill from Sept 21st, 2019 - Sept 25th, 2019 and would like to have his boxes shipped to him so he is able to return any required equipment.

CTR395-phone

Ticket: # 3618471 - re: Time Warner now Spectrum Charter

Date: 10/24/2019 4:48:54 PM

City/State/Zip: Palm Springs, California 92263-1381

Company Complaining About: Charter

Description

where I live we only have one carrier for cable & internet providers. Spectrum Charter has taken over from Time Warner. I have been a subscriber for T.V. going back over 50 years. Over the years services promised did not get delivered, equipment paid for monthly did not work and other equipment more expensive had to be installed at no extra cost. Not turn after 1 year I was charged extra for this newer compatible equipment. I have complained year after year...I get a few dollars credit however each year there is an argument and each year my bill go up. I finally got rid of our phone line & used a so called Triple Play to get a better deal however along with not getting the Equipment Problem Credits they keep raising my bill. Then when I call again, they spend hours trying to lower my bill stating they will but when the bill comes its the same!

Ticket: # 3618534 - Mediacom cable

Date: 10/24/2019 5:05:14 PM

City/State/Zip: Columbia, Missouri 65202

Company Complaining About: Mediacom

Description

COLUMBIA, MO. About two weeks ago, about October 10 or so, the cable began going out occasionally. Figured they would get it fixed...not a big deal. But beginning around October 17th and continuing, it goes out and stays out for hours. The internet has gone out too but only once at least for us. Just want it fixed.

Ticket: # 3618572 - Not receiving channel 22 and 45 after the rescan

Date: 10/24/2019 5:17:49 PM

City/State/Zip: Springfield, Ohio 45505

Company Complaining About: Assurance Wireless

Description

After we rescan our TV we cannot get channel 22 and 45 is there a problem why that is.can you help me get these two channels. Thank you

Ticket: # 3618590 - Billing / Employee Untruthfulness

Date: 10/24/2019 5:26:59 PM

City/State/Zip: Amarillo, Texas 79109

Company Complaining About: Sudden Link

Description

I decided to cut back/out on my account items (phone, internet, cable) due to past problems with service as well as the possibility to save money. Called customer service on 9/13/19 to discuss and possibly proceed with changes, the person I had talked to was Ebony. During our conversation I was put on hold several times and finally was told the computer system was down and they couldn't help me at this time but would call me back when the system was up. I was never called back and on 9/18 I called customer service and talked to Brandon and discussed previous problems and needed to see about dropping phone and cable service, keeping internet service only. He (Brandon) really didn't want to drop me as a customer and after several times repeating this, then he said what he would do is reduce my TV cable to local channels only, keep the phone service as is and up my internet speed or data limit (not sure which one) for \$55.00 month plus tax for all these services. I specifically asked if it was \$55.00 plus fees, he said no, it would be \$55.00 plus sales tax. Then I asked him for how long a term this was good for and he told me he would do it for 12 months (1 year). I agreed to this \$55.00 service and then asked for a confirmation number and he said he didn't have one, but all the information was in the computer. My last two Sudden Link bill's have been for substantially more than what I was promised so I filed a complaint with the BBB. Today I talked to Conrad (salesman) about this and he told me they have never he any service for \$50 and refused to honor what I was told. Sudden link should honor what I was promised.

Ticket: # 3618594 - Overbilling for services

Date: 10/24/2019 5:29:58 PM

City/State/Zip: Marysville, California 95901

Company Complaining About: Directv

Description

They billed consumer \$261 for products she did not authorize. Spend 3 hours on the phone trying to get it sorted. Finally got it down to \$61 but then they said they might not be able to give her the free NFL package they had promised for free. ***CTR412-phone***

Ticket: # 3618627 - billing and customer service

Date: 10/24/2019 5:46:06 PM

City/State/Zip: Fort Lauderdale, Florida 33315

Company Complaining About: Comcast

Description

I had an extension and when I realized I wouldn't be able to make the payment date and I called customer service on October 18th and asked if I could make the full payment on October 23rd. Was told yes, my service would not be cut and there would be no reconnect fees. Sunday October 20th my service was cut. When I called customer service again I was told repeatedly that I had not made the payment yet agent could see my call on the 18th, and what I was told.

My point is that the customer service offered by Comcast is fulfilled in other parts of the world, and I have had several occasions where I felt I was being read to from a script. When I asked questions it became apparent that the employee did not understand enough English to answer unscripted questions. On October 20th, this was apparent.

I have a problem with the billing by Comcast. If you do not pay attention to your monthly bills, all sorts of fees, service taxes and increased prices are added. I have had a number of occasions to have my bill readjusted. After trying unsuccessfully to resolve the issues with the pitiful customer service, I have had to file a number of Better Business Bureau complaints.

But more needs to be done. How can an American company as large as Comcast continue to over-bill their customers? It sure seems like a monopoly to me. Someone needs to get into Comcast's shading billing practices which sure seem illegal to me. Maybe it's time for a class action lawsuit?

Ticket: # 3618655 - Xfinity dba Comcast

Date: 10/24/2019 6:05:45 PM

City/State/Zip: Loveland, Colorado 80538

Company Complaining About: Comcast

Description

Two billing Issues: #1 Overpaid monthly bill via credit card, called immediately to see if it could be cancelled so different amount could be charged and they would not, nothing available on their website to cancel incorrect charge either. #2 While I was hospitalized, my wife tried to decrease services. They accepted her request to decrease services and had her sign a two year contract which they will not cancel. I am the only one on the account. My wife has called on both issues on my behalf and they are unwilling to resolve any issues.

Ticket: # 3618659 - Rescan loses CBS

Date: 10/24/2019 6:06:39 PM

City/State/Zip: Bailey, North Carolina 27807

Company Complaining About: Other

Description

The required rescan day caused everyone in my area to lose CBS. WNCN 17 in Raleigh initially told me they had to lower their antenna temporarily and would be able raise it to the correct height in October. Now they say it will be January!! I miss Y&R, missed all series premieres, miss football, etc. CBS is supposed to be free over the air but they suggested I subscribe to CBS All Access. I shouldn't have to pay for something that is supposed to be free!!!!

Ticket: # 3618663 - Customer service

Date: 10/24/2019 6:08:03 PM

City/State/Zip: Parkville, Maryland 21234

Company Complaining About: Comcast

Description

I am so beyond sick of the customer service Comcast continues to provide. I was called impatient. I was disrespected and I'm so tired of never having my issues addressed. I can't wait to cancel my service in a few months. I don't understand how this multi-billion dollar company can permit their employees to get away treating their customers the way they do. It's sad to see this has become acceptable behavior in our society.

Ticket: # 3618677 - Directv returned equipment charges**Date:** 10/24/2019 6:15:32 PM**City/State/Zip:** Henderson, Nevada 89015**Company Complaining About:** Directv

Description

I canceled my service with Directv on 8/21/2019. I returned my equipment to a UPS store on 8/31/2019 as instructed in the email received from Directv to return it this way before 9/11/2019. UPS scanned in my equipment to show Directv that I had returned the 3 pieces of equipment that I had. I did not receive anything else until 9/26/2019 when Directv sent me an email stating that all 3 pieces of equipment had been received. As of 8/27/2019 I had a credit of \$2.33 on my account. I noticed on 10/4/2019 that I now have a balance of \$241.23 on my account. I chatted with customer service and I was informed I was charged \$243.56 for the equipment that was returned but they have received the equipment and the charges should be reversed within 24 - 48 hours. I have chatted and spoke with Directv multiple times since 10/4 as I have still not been given credit for the returned equipment. The first 3 times I spoke with them the charges were to be reversed within 24 - 48 hours. The last 2 times I have spoken with them it will now take 1 to 2 billing cycles to reverse the charges. Today, 10/24/2019 I received an email from Directv that my account balance is past due and that if the balance is not paid they will charge my card that they have on file. I spoke with them again after receiving the email and they stated that they could not do anything about the charges. They are system generated and no one can reverse them. So now I am being emailed that they are going to charge me for a bill that I do not owe, for equipment that has been returned, and they have stated multiple times they have the equipment but they can not do anything with the charges until the system corrects them. I would just like my balance on the account to be corrected. I do not want this to reflect badly on my credit because of their system.

Ticket: # 3618689 - AT&T/DirecTV Complaint

Date: 10/24/2019 6:18:33 PM

City/State/Zip: Vancouver, Washington 98684

Company Complaining About: AT&T

Description

Dear FCC & AT&T/DirecTV,

(b) (6)

Vancouver, WA. 98684

(b) (6)

Account ending in: (b) (6)

(b) (6)

This is an official complaint against AT&T/DirecTV. This is actually my 2nd complaint in less than 2 years.

My first complaint with evidence & communications with AT&T was an outright stonewalling by them. They are crooked criminals & liars. The response letter I received from them was an attempt to avoid the facts & issues in details given to them. So that is history, but the FCC & FBI should look into the crimes they are committing.

****Now this complaint is a 2 part complaint****

1st, While they record every phone call that they receive from customers, they pulled off an ultimate intentional crime. "IT IS ALL ON AUDIO IN THEIR POSSESSION & MY POSSESSION".

What they did was enter into a VERBAL Contract for my monthly bill & a \$20.00 credit on my next bill. My Bill was \$112.00 per month. I called just after paying my August bill for "\$132.00" because I received a bill for \$132.00. They said that a \$20.00 per month credit was now gone & I would have to pay the \$132.00 per month. I told the "CUSTOMER SERVICE SUPERVISOR", that I would not pay \$132.00 per month since I was a 20 year customer, 78 years old & others were paying less than me.

So then the Supervisor agreed to adjust my bill back to \$112.00 per month. This would include the \$20.00 credit for the bill I just paid for \$132.00. So now my September bill would only be \$92.00, and from there on out, it would stay at \$112.00 per month.

****This took 45 minutes. Then the supervisor verified my email address, because I wanted an email to verify the \$20 credit & my bill remaining at \$112.00 per month. HERE IS THE SUPER ULTIMATE CON & CRIME COMMITTED BY AT&T. There is no denying it, because this phone call and follow up phone calls will verify every word I am telling you here.**

I never received the verification email for the \$20 credit or Bill adjustment for \$112.00 per month.

Then I received my bill for September, it was still at \$132.00. It should have been \$112.00 minus the \$20.00 credit. So the September bill was suppose to be \$92.00 & October on out would stay at \$112.00 per month.

So get this. When I called AT&T before paying my September bill, they claimed that the 45 minute conversation I had with the supervisor the month before, who gave me the \$20 credit & adjusted my bill to stay at \$112.00 per month, and who never sent me the verification email they were suppose to send me.

>> **THAT THERE WAS NO RECORD ON THEIR SYSTEM WHATSOEVER OF MY CALL OR CONVERSATION WITH THIS SUPERVISOR** <<

I was blown away. A Customer REP Supervisor had played me for 45 minutes the month before of a credit of \$20 & keeping my bill at \$112.00 per month. That the whole time he had not even entered one thing in their system computers. He was literally committing a crime. Pretending he was recording it all while he assigned the credit & monthly bill adjustment. This is a crime in 2 senses. He made a legal binding VERBAL CONTRACT that is on AT&T's phone recordings. Giving me a \$20 credit & the contract of my bill staying at \$112.00 per month.

I was played for a fool for 45 minutes & this punk ass was not doing a damn thing.

"THIS IS OUTRAGEOUS & CRIMINAL"

Then since this criminal played me for a fool, the person I spoke to before paying my September bill, would not give me the \$20.00 credit or adjust my Bill.

So about 1 1/2 weeks later, I canceled service on September 12th, 2019. My service went until September 16th.

Now here is where it is getting even more slimy & criminal. When I cancelled my service on Sept 12th, The supervisor on the phone agreed to give me a \$40.00 credit for their criminal scam they pulled on me. Then I had 4 days of credit owed to me. The total credit for a Check I would receive would be >> \$57.64.

COPY OF MY EMAIL FROM AT&T

9/20/2019 3:09 PM

(b) (6),

Your new AT&T bill is available now at myAT&T.

Account ending in: (b) (6)

Payment due: 10/05/2019

Bill total: -\$57.64 <<< credit to me

User ID: (b) (6)

Now during this cancellation of my service, they then set up a return kit to send to me so I could return their Genie & Mini Genie to them. They agreed to send the box with the return label so the Shipping carrier could pick up their equipment. They even agreed to send a label for the carrier to pick up the equipment from my door step because of my age, health, no drivers license & no way to take the equipment to the nearest drop off location.

IT GETS EVEN WORSE. I still have not received the return kit after 5 calls to them within the last 40 days. The 2nd or 3rd phone call, which was about 2 weeks after not receiving the return kit & shipping label, the AT&T Customer Supervisor told me on a Friday night, after putting me on hold & contacting the warehouse who ships the return kits, that it would be here for sure on Monday. Well that was bullshit & another lie. Then the next 2 conversations, they now tell me, AFTER ALREADY TELLING ME TWICE THE RETURN KITS WAS ON ITS WAY, that I have to go to the nearest shipping location to return the equipment.

THIS IS AN OUTRAGEOUS CRIMINAL BUNCH OF BULLSHIT.

I have wasted 4 hours on 7 phone calls with their criminal & deceitful bullshit. Their games are beyond accidental. They are outright intentional.

****I WANT THOSE AT&T PHONE RECORDING SENT TO THE FCC & THE FBI. THESE ARE ACTS OF FRAUD, ABUSE & CRIMES****

Now I get a bill for \$137.00 because I still have their equipment that I have been trying desperately to return to them while they play their F...KING GAMES with me.

COPY OF MY EMAIL FROM AT&T

10/19/2019 5:47 PM

(b) (6)

Your new AT&T bill is available now at myAT&T.

Account ending in: (b) (6)

Payment due: 11/05/2019

Bill total: \$137.50

User ID: (b) (6)

I knew they would try a stunt like this. They are holding my \$57.64 credit from me until they get their equipment. This is so they can tell me that I did not send them back fast enough, so they can charge me & steal money from my credit they owe me.

AT&T is the biggest piece of shit company there is. I have known this for decades. They are con artists & criminals.

I WANT A GOD DAMN RETURN KIT SENT TO ME WITH THE RETURN LABEL & I WANT A CHECK IN MY MAIL BOX FOR THE \$57.64 CREDIT THAT IS OWED TO ME.

I am also contacting my attorney, my local news stations & the BBB.

This is bullshit that I got fed up with these slimy criminals, cancelled their service & want to be done with them. But they just persist in this criminal behavior & think they are getting away with it.

I THINK NOT. If this is not resolved in 7 days, I am filing a civil lawsuit for the breach of the verbal contract before I cancelled their service, and the lies & games to prevent me from getting rid of them for good & get my money that is owed to me.

And the emotional distress this has been causing me.

Thank You!

Ticket: # 3618715 - Direct TV Over Charging

Date: 10/24/2019 6:33:10 PM

City/State/Zip: Holly Ridge, North Carolina 28445

Company Complaining About: Directv

Description

Service started September 18, 2018, I cancelled service October 3, 2019 because of service issues. I was told they would bill me thru October 17, 2019 even though I did not want the service past October 3, 2019. I received a bill yesterday October 24, 2019 in the amount of \$611.98. The bill I am responsible for is \$98.38. Direct Tv added \$480.00 in termination fees and an additional amount for service thru October 17, 2019 that was canceled October 3, 2019. Account number (b) (6)

Ticket: # 3618733 - Comcast fees and billing discrepancies

Date: 10/24/2019 6:39:05 PM

City/State/Zip: Washington, District Of Columbia 20008

Company Complaining About: Comcast

Description

a) comcast has, for at least two billing statements, disconnected my service multiple times and charge me multiple reconnection fees. is this legal? i dont understand how they can disconnect service on two subsequent days and also charge reconnection fees, more than once per billing cycle. Highlighted bill is attached.

b) there is a discrepancy per their app vs their website in terms of billing and amounts due. in a one week period, the amount due to turn on my services went from 134\$ to \$393 (per their app). However, according to their website, I owe 273 in order to restore my services. Is this discrepancy by design, assuming that users without wi-fi will only use the app the manage their payments and will, therefore, pay more than what's needed to turn on services? Why would the amount vary per platform and what are these amounts based on?

c) per my last complaint and my correspondence with John Stumpf, my bill should be \$192.85 for the next 3 months for services plus 1/3 of past due amount billed monthly. this is not reflected on my bills, as attached.

Ticket: # 3618772 - Order not processed

Date: 10/24/2019 6:58:23 PM

City/State/Zip: Griffin, Georgia 30223

Company Complaining About: Comcast

Description

I called to change services on October 2, 2019 instead of canceling services. Offered basic and blast internet. Accepted offer by text. I returned 3 boxes to ups store on 10/7/ 2019. Payed an additional 15.00 on October 15 . Received another bill for getting bill of 201.30 today October 24. Called and was told other was told order was not processed. Wanted me to accept text again. I fill scammed again by xfinity/ Comcast. I was given the 147.00 price given including estimated taxes and will be searching for other providers if this is not resolved. I do not have contract and will not enter into another.

Ticket: # 3618795 - Spectrum-Unscrubulous business practice

Date: 10/24/2019 7:13:41 PM

City/State/Zip: Honolulu, Hawaii 96812

Company Complaining About: Spectrum

Description

Within a few months of signing up, Spectrum increased "OTHER CHARGES" 100% from \$3 to \$6...per month! That is baiting. The explanation is that it is for local channels, but local channels "access" was to be included in monthly charge. This is only "gravy" for Spectrum and should be discontinued.

Ticket: # 3618800 - TV antenna

Date: 10/24/2019 7:15:00 PM

City/State/Zip: Scottsdale, Arizona 85262

Company Complaining About: Carefree 60 Hoa - Community Administrator Vision Community Management 16625 S Desert Foothills Pkwy Phoenix, Az 85048 Phone: (480) 759-4945

Description

The HOA in my development (I recently moved in) is dragging their feet at allowing me to put up an over-the-air antenna. I initially tried to place the antenna in the attic to avoid the HOA but roofing construction materials interfered with a quality signal. I submitted an HOA request nine days ago and have been informally told that my request would likely be disapproved. I even gave the website and a word document cut and paste from the web site.

Ticket: # 3618837 - Directv

Date: 10/24/2019 7:28:28 PM

City/State/Zip: Lucedale, Mississippi 39452

Company Complaining About: Directv

Description

We were told channel 15 and 44 are back in the 39452 with directv but I don't have those channels and paying for them

Ticket: # 3618853 - unfair billing practices

Date: 10/24/2019 7:41:25 PM

City/State/Zip: Encino, California 91316

Company Complaining About: Spectrum

Description

Spectrum raises customer bills by at least every other month by \$10 with no apparent reason. This has been going on for too long and the fcc is doing nothing about it. I HAVE THEIR TV, PHONE AND INTERNET SERVICES.

Ticket: # 3618865 - Billing charges for bundle TV,internet and phone

Date: 10/24/2019 7:45:29 PM

City/State/Zip: Conyers, Georgia 30013

Company Complaining About: Comcast

Description

I have xfinity service and I called customer service to add unlimited data service of 50.00 to my cable bill in july of 2019. I disconnected the service in august which they should have only charge me a one time charge of 50.00. My oct3 rd bill still have a 50.00 charge on my accouunt, because comcast bill a month in advance. I talk to a person there name Crystal who refuse to give me credit for the service I do not have. my bill was 180.00 a month and now its 230.00. which is 50.00 move. I pay my bill on the 31st of each month because that is when I get paid. they will not change my billing date and will not give me credit for the service I ask to be removed. My name is (b) (6) my acct # is (b) (6) my address is (b) (6), Conyers Ga 30013. I always pay the past due amount on my bill and explain that to them. but they keep repeating themself over and over again. not getting anywhere. please evitacate this error

Ticket: # 3618899 - Tv billing

Date: 10/24/2019 8:04:49 PM

City/State/Zip: Mount Airy, North Carolina 27030

Company Complaining About: Spectrum

Description

I just paid my tv bill in advance today. I just logged on to remove a tier of service and the agent informed me that Spectrum no longer prorates charges. So I paid for something that I am not getting. Isn't this illegal. If there is a loophole to make it legal this is disgusting and is a poor reflection of our country and the way it is headed. Constantly ripping average citizens off!

Ticket: # 3618926 - Loss of CBS and NBC last year and Now ABC

Date: 10/24/2019 8:25:49 PM

City/State/Zip: Dallas, Oregon 97338

Company Complaining About: An Actual Antenna

Description

I live in Dallas Oregon and I understand updating antennas but what is the change you are requiring that is taking away all my channels. As soon as the channels do your update I can no longer register a channel what used to be a strong channel. I rescan often. I used to watch ABC 2.1,2.2,2.3 and CBS 6.1,6.2,6.3 from Portland OR and NBC 16.1,16.2,16.3 from Eugene OR. I deserve to know why you are taking away channels. I even talked to the engineer at CBS,

Ticket: # 3618959 - CCI deceptive practice

Date: 10/24/2019 8:49:45 PM

City/State/Zip: Elk Grove, California 95624

Company Complaining About: Consolidated Communications

Description

(b) (6) 

[Ticket: # 3618964 - missing stations](#)

Date: 10/24/2019 9:01:38 PM

City/State/Zip: Lucedale, Mississippi 39452

Company Complaining About: AT&T

Description

Missing 15 and 44 on DirectTV, I think it is about time to give us our stations back.

Ticket: # 3618967 - Vulgar commercial

Date: 10/24/2019 9:04:09 PM

City/State/Zip: Colfax, North Carolina 27235

Company Complaining About: Boost Mobile

Description

Planx A tampon commercial about men having a period is gross and insensitive. I personally find it very offensive too. I would like it removed from television.

Ticket: # 3618991 - Directv Fraud

Date: 10/24/2019 9:50:58 PM

City/State/Zip: Flagstaff, Arizona 86001

Company Complaining About: AT&T

Description

Directv has not refunded or stopped charging me for Sunday ticket. I called twice before the season started to get this cancelled, and was promised it was cancelled. The charges have continued to appear on my bill. A 3rd call yielded a hangup. 4th call yielded a hangup. 5th call tonight allegedly yielded partial resolution, but they needed to submit an "escalation form" (I have no confirmation that this is actually fixed yet). It was confirmed that they removed the service but continued to charge me. They refused to let me speak to a higher manager. The practices are sleazy and deceptive at best, and should be illegal if they aren't. I will cease being a customer if/when I get my money back or I file a lawsuit.

Ticket: # 3619010 - No channels available

Date: 10/24/2019 10:31:03 PM

City/State/Zip: Fall River, Wisconsin 53932

Company Complaining About: N/a

Description

It started with Fox 47 not coming in. We rescanned the channels and soon lost all channels except for 15-1, 2, 3, and 4. We rescanned, checked cable connections, reset the TV, checked the antenna, nothing worked.

Ticket: # 3619031 - Yet a other service interruption

Date: 10/24/2019 11:08:22 PM

City/State/Zip: St. Augustine, Florida 32085-3084

Description

From at least 10:15 pm until 11 pm, October 24, 2019, WJCT was off the air. (It might possibly have been longer, but have no personal knowledge, as I was not listening between 6 pm and 10:15 pm. There was no signal of any kind for at least 45 minutes). This is not the first time that WJCT has been off the air. Please investigate in the context of WJCT's license renewal application and its fitness to broadcast in St. Johns County and St. Augustine, which it claims as part of its putative service area.

Ticket: # 3619036 - Mediacom: FoxNews & FoxBusiness Channels DISTORED IMAGE/SOUND

Date: 10/24/2019 11:17:21 PM

City/State/Zip: Athens, Alabama 35613

Company Complaining About: Mediacom

Description

Oct 23rd, 7:00Pm - 01:00am Oct 24th... The picture is Distorted worst then previous Ticket#3605226,3614186. Oct 24th some distortion... Mediacom says distortion is coming from house. A repair person can adjust signal high/low at my home? Again TWO FoxNews & FoxBusiness are the only CHANNELS out of 200 that are distorted? I failed to mention that I wake up in the morning & on ALL occurrences of distorted picture/voice are gone. It appears these outages are happening on Prime News Time Frame...

Ticket: # 3619109 - Loud commercials for National Car Rental

Date: 10/25/2019 1:36:00 AM

City/State/Zip: Surprise, Arizona 85379

Description

I have AT&T Now and every single day, at least 3 times a day, commercials for National car rental" company come on, and every single they are EXTREMELY loud. If it's nighttime, they literally wake people up in the house they are so loud. Please do something about this far too high volume, it's been going on for at least a month now.

Ticket: # 3619117 - bad tv service

Date: 10/25/2019 1:47:22 AM

City/State/Zip: Iowa City, Iowa 52240

Company Complaining About: Mediacom

Description

we have had problems with good service from mediacom for years. our service is pretty bad. right now my tv service is off on most channels and the same thing happened the last two nights. Our wifi goes out two or three times every day. I pay about \$250 a month for service that is out just about every day...something every day that is wrong. I just need something done if possible. I really don't want to pay for crap service. Is there anything we can get done? I know I am not the only one in Iowa City either. One of their techs that was here one day said that mediacom really needs to update the equipment they are using. I guess it has not been replaced in years or something. I don't know. All I do know is that our service is really bad. I hope you can help...Thanks very much!

Ticket: # 3619119 - No reception fo Channel 7, Kiro, Seattle, after Oct. 19th rescan

Date: 10/25/2019 1:47:59 AM

City/State/Zip: Bothell, Washington 98021

Company Complaining About: Fcc

Description

After the FCC mandated frequency change on October 19th 2019, we no longer get pver-the-air reception for channel 7. We did re-scan the channels.

Thanks a lot, FCC, for screwing our reception!

Ticket: # 3619125 - Antenna reception WORST AFTER RESCAN DAY

Date: 10/25/2019 1:55:08 AM

City/State/Zip: Apex, North Carolina 27502

Company Complaining About: Clear Tv

Description

My Antenna reception is WORST AFTER RESCAN DAY. I was getting the Flintstones, Married with Children, Grace under fire, the Bounce channel before YOU...THE FCC MESSED EVERYTHING UP. Now! The flintstones are gone, NO MORE CLEAR CHANNELS. YES! I have tried everything from moving the antenna, getting a reception signal booster, having no other electronics near by.... ALL GONE BECAUSE OF YOU, FCC.

Ticket: # 3619134 - Network dispute w/Direct TV

Date: 10/25/2019 3:28:38 AM

City/State/Zip: Brady, Montana 59416

Company Complaining About: Directv

Description

My husband and I decided to initiate a contract w/Direct TV primarily to watch football, and some local channels. However, since the dispute between the networks, we are unable to watch any of our channels and are paying a monthly amount to Direct TV for absolutely no reason. We need to know how to get out of our contract without being penalized since Direct TV can no longer provide us with the shows we want to watch we have no reason to have it.

Ticket: # 3619137 - Radio Commercial

Date: 10/25/2019 3:51:15 AM

City/State/Zip: Laguna Niguel, California 92677

Company Complaining About: Knx1070 Cbs

Description

Please cease and desist advertising for the scam kid's charity that wants cars.

Ticket: # 3619138 - Lost channels

Date: 10/25/2019 3:58:21 AM

City/State/Zip: Everett, Washington 98208

Company Complaining About: Antenna

Description

I always watch channel 33-1 ion tv and it has come in clear with no glitch. Ever since I reprogrammed my tv because you make us I have had problems. Tonight just around 12 midnight I lost all signal. I had 36 channels and after reprogramming I went to 26 channels and lost all of the 30 channels. Why when you change it always is worse for channels to come in. Please do something so I can watch regular tv without my eyes going crazy with squares showing up or when your waiting for the best part it totally goes out and you miss what you waited for. I can't afford to pay for TV and go off of an antenna. I don't want to run around my room looking to place the antenna like I'm some kind of fairy flying around. PLEASE fix. I'm very frustrated with T.V. !!!!!!!!!!!!!

Ticket: # 3619160 - Failed to return refund, continue to charged for cancelled services

Date: 10/25/2019 6:08:47 AM

City/State/Zip: Barre, Vermont 05641

Company Complaining About: AT&T

Description

I have contacted ATT Direct TV more than 5 time in the previous three months to cancel the NFL package - doing so weeks prior to the deadline to do so. The have assured me for three months that the charges would be refund, first in sept. Then in OCt, and now for Nov, yet they continue to charge the installments without the refund. My bill this month is more than \$80 more than it should be. I have no idea where these additional charges are coming from. I intend to close my account, as I have threatened to do multiple times over the last few months (but continued to be assured the credits were coming and the bills been adjusted to reflect appropriately). Should I have been someone who did not review this bill regularly and have had multiple problems with the billing with them, I may not have even know these issues were ongoing. They are STEALING money from their customers, which is unacceptable!!!

Ticket: # 3619161 - Spectrum Cable Company

Date: 10/25/2019 6:17:32 AM

City/State/Zip: Murrells Inlet, South Carolina 29576

Company Complaining About: Spectrum

Description

Spectrum cancelled our Time Warner Legacy account without our permission. Had to spend 4 hours on the phone to restore service. They now state that we can't get the same service back as we had with the legacy account as they don't offer it anymore. They were not given authorization to make any changes to our account. This is a complete scam to get rid of Legacy accounts and unethical business practice.

Ticket: # 3619171 - Amatuer radio service

Date: 10/25/2019 7:02:07 AM

City/State/Zip: Columbus, Ohio 43224

Description

The local repeaters are full of unlicensed operators. Some of the local linsencees have tracked down people who are licencened. One operator lost his marbles hearing this station interfering.

Ticket: # 3619173 - interference with TV reception

Date: 10/25/2019 7:15:28 AM

City/State/Zip: Patricksburg, Indiana 47455

Company Complaining About: I Don't Know

Description

(b) (6) Patricksburg Indiana 47455 Since the volunteer Fire dept put up an antenna I can't get TV station like some neighbors can, After they installed it I think I spent over \$500 trying to find out what happened to lose my stations and didn't get that many as you said I would. If not that then something is causing me not to pick a TV station 22 miles away at times. Please help or get rid of the new airwaves I got more with an old box antenna that was falling apart than I do now. Since your change it has cost me \$1000 or more to try to get stations and now got 3 TVs that are good and have to pay \$25 each to throw away. Take the tower down or find out what is causing my problem.

Ticket: # 3619207 - Comcast: Removing channels that were free and part of agreement to pay channel

Date: 10/25/2019 8:23:46 AM

City/State/Zip: Wayne, Pennsylvania 19087-2223

Company Complaining About: Comcast

Description

I signed a 2 year agreement in April 2019 for TV, Phone & Internet with Comcast. One of the channels that we required to have was the TCM channel. We also got ShowTime and Starz with our package. This month Comcast removed the TCM channel from the basic tier and moved it to a sports package which they want you to pay an additional \$9.99 per month. I also found out that in December 2019 they are going to require you to pay another \$9.99 to get the Starz channel. If I want to get all the channels that I signed up for, it's now going to cost me an additional \$239.68 per year plus additional taxes and fees. Sounds like bait & switch. I just want what I signed up for.

Ticket: # 3619211 - TV Service

Date: 10/25/2019 8:28:59 AM

City/State/Zip: Durham, North Carolina 27707

Company Complaining About: Frontier Communications

Description

I have had Vantage TV since 08/2016. In 08/2019, I started having pixelation, picture freezing (1-2 second pause), losing picture but sound, & losing connection for certain channels. I am resigned to dealing with the picture freezing. Don't know if anything can fix it; so I would like a credit on my bill for the tv service for the last 3 months for the inconvenience & incompetence of dispatch & management (not techs). The technicians I have dealt with have been great but the cancelled appointments due to mgmt & dispatch is not acceptable.

Ticket: # 3619251 - Blatant lies to the public

Date: 10/25/2019 9:03:15 AM

City/State/Zip: Mobile, Alabama 36693

Description

I saw an ad on Fox News that said, "More closed door sessions" (with a picture of Adam Schiff) and the next graphic said, "without Republicans." Then they asked, "How will the GOP fire back?"

Is it common knowledge that both Republicans and Democrats are in the closed door sessions. This is a blatant lie. Also, they are inciting violence.

I demand action.

Ticket: # 3619256 - TV equipment

Date: 10/25/2019 9:08:55 AM

City/State/Zip: Miami, Florida 33175

Company Complaining About: Comcast

Description

Consumers provider is provider. He states that he is having issues with several of his channels/stations. He states they are snowy. Mostly local Channels 7, 10, 4, 6

Consumer states that provider told him to file a complaint with the FCC. Consumer wants provider to resolve this issue.

CTR 392-phone

Ticket: # 3619260 - Spectrum cable service billing

Date: 10/25/2019 9:10:56 AM

City/State/Zip: Hueytown, Alabama 35023

Company Complaining About: Spectrum

Description

I have filled a complaint with the FCC, the reply was spectrum wold contact me.

I talked to them first, no resolve, they said this is your fault for making them supply programs I don't want & spanish lag. I can't understand.

So it is useless to have them call me,

I want the FCC to protect the consumer , put a check on high rates with no increase in service.

Ticket: # 3619262 - Re: [FCC Complaints] Re: AT&T

Date: 10/25/2019 9:12:23 AM

City/State/Zip: Columbus, Georgia 31907

Company Complaining About: AT&T

Description

This is a follow-up to your previous request #3560118 "AT&T"

3560118 Hello I've tried 2 give info but not sure what u need please let me know...this company is a Rip off I just got another bill saying over \$200 OWED not so..they do not keep up they records on purpuse 2 over charge the u.s. citizens out of their money

THANK U..(b) (6)

Ticket: # 3619265 - paid for services xfinity is withholding

Date: 10/25/2019 9:14:02 AM

City/State/Zip: Lake Jackson, Texas 77566

Company Complaining About: Comcast

Description

Added tv services to our internet on Tues 10/22, called xfinity that night because tv wouldn't work, have called xfinity daily and they are withholding services we are paying for. The first night they said was a outage and they have not worked with us to fix the problem.

Ticket: # 3619275 - CB radio interference

Date: 10/25/2019 9:20:53 AM

City/State/Zip: Pittsburgh, Pennsylvania 15225

Description

We use cb radio transmission for communication of our business and there is someone that keeps talking over us and telling our customers to do things that we don't want. Someone is going to get in an accident because of the confusion this person is causing. We have tried switching to a different channel, but he eventually finds us on that channel. He is also saying very inappropriate and vulgar remarks to our customers. This has been going on for a couple day now, I hope there is something that can be done to help resolve this issue.

Ticket: # 3619305 - Spectrum TV Cable

Date: 10/25/2019 9:39:40 AM

City/State/Zip: Schenectady, New York 12303

Company Complaining About: Spectrum

Description

Can't afford his TV channels any more. He has Spectrum and they only give him 10 channels. He wants to his Christian Station Channel 78 and that is what he wants. He does not want to have to pay extra for it. ***CTR386-phone***

Ticket: # 3619309 - volume increased for ads

Date: 10/25/2019 9:41:34 AM

City/State/Zip: Westborough, Massachusetts 01581-1422

Company Complaining About: Wtag

Description

there is an annoying increase in the loudness of ads from the talk show volume

Ticket: # 3619342 - Radio Station 107.1

Date: 10/25/2019 10:00:32 AM

City/State/Zip: Cantonment, Florida 32533

Description

On 10/25/2019, the time was around 7:15AM -7:20AM I was scanning through radio stations and I was on HWY 29 crossing over 9 Mile Rd in Pensacola, FL. I heard the radio station use the "F" word and then station turned because I had the scanning button pressed on the radio. I turned it back to see the name of the radio station. On this radio station, it completely explained a sexually act in detail. The woman constantly explained step by step her "f---" and this is the word she used multiple times.

Ticket: # 3619368 - Xfinity billing

Date: 10/25/2019 10:08:40 AM

City/State/Zip: Jackson, Michigan 49201

Company Complaining About: Comcast

Description

Xfinity lost my payment and refuses to post to my account. I asked to speak to supervisor was told there wasn't one then asked to be routed to an agent in the United States and was told they do not have the ability to transfer and couldn't/wouldn't give us a customer service number for U.S.. Was first told it was a two month billing then was told it was over due because we didn't pay September bill. I have bank statements showing 6 months of payments showing we did make all of our charges.

Ticket: # 3619377 - Service/Billing

Date: 10/25/2019 10:12:59 AM

City/State/Zip: College Park, Georgia 30349

Company Complaining About: Comcast

Description

Comcast/Xfinity is her carrier

She has a bundled plan, TV and internet.

In the first 12 months, she had 3 free channels.

She has been trying to get these three channels off since July.

Then she called in since July.

When she called they tell her they do not show that has called in at all.

When she called in every month since July they tell her they can not take these channels off.

When she went into the office.

They were able to take off those channels and they told her they can only give her credit for October.

They told her that she had to swap out these boxes.

She spoke to Shanta, and she acknowledged the consumer called on July 23. the consumer called in June to let them know she didn't the 3 channels

Resolution:

She wants credit for these three channels that she has been calling and trying to get them removed since July.

CTR394-phone

Ticket: # 3619382 - Equipement

Date: 10/25/2019 10:18:17 AM

City/State/Zip: Naples, Florida 34116

Company Complaining About: Comcast

Description

(b) (6) is having problems with the service provided by Comcast.

He is a new consumer of Comcast and they told him that he was going to be able to install his equipment by himself and that was not true. Now in order to install he has to call consumer service and since he is a new consumer he does not have an account number he give all his information and they are not able to find him and they are not won't give it to him an account number, he has call numerous time and to the point that the rep people is starting to hang on the phone on him.

(b) (6) is looking for a resolution on having his password and his account number to be able to install his equipment.

ctr408-phone

Ticket: # 3619388 - interrupted service since 10/18/2019

Date: 10/25/2019 10:21:10 AM

City/State/Zip: Spring Green, Wisconsin 53588

Company Complaining About: Madison, Wi Channels 3, 21, 27, 47 And 50

Description

For hundreds if not thousands of viewers, Madison, WI TV channels 3, 27, 47, 21 and 50 have been out of service for 8 consecutive days due to unanticipated difficulties with frequency upgrades mandated by the FCC. Initial announcements indicated this would take only "a short time." Turns out it make take month. Clearly the managers of these stations were woefully unprepared for this transition and what should have been routine has turned into a fiasco. There appears to have been a gross failure here to serve the public interest in violation of FCC license requirements.

Ticket: # 3619395 - Frontier Communications Unfair Billing

Date: 10/25/2019 10:24:16 AM

City/State/Zip: Snohomish, Washington 98296

Company Complaining About: Frontier Communications

Description

Cancelled service and then 3 months later get a bill from a collection agency. Frontier didn't even try to contact me (at same phone, email, address) they had from when my service was active. Just plain handed my account over to collection for \$90. Highly unethical. Last I had spoke to Frontier (after returning my equipment) they were supposed to be checking into pro-rating my last bill for four days of service. Then nothing, then a collection agency?

Ticket: # 3619405 - Cablevision Billing Complaint

Date: 10/25/2019 10:25:54 AM

Company Complaining About: Cablevision

Description

sir,

I'm a customer of cable T V from ochira cable vision since last more than 30 years At the beggining of Cable TV i have paid 2000 rupees as advance for cable purchaising&other installation work on the basis of return the amount unfortunatly the amount did not returned so far..to decide required channel Accordingly I SELECTED CERTEN CHANNEL for89 rupees pay chaneel now the channel they given oly they will give only a package for an amount of rs 250 now they given only 89 rupees

channe&and other some free channel kindly make settlement regarding this issue
hakkimrawther kqarippurath glappana p.o. karunagappally kollam pin 690525

YF

Ticket: # 3619426 - Rescan Station

Date: 10/25/2019 10:30:22 AM

City/State/Zip: Poynette, Wisconsin 53955

Company Complaining About: Its Free Tv - We Use An Antenea

Description

Until the problem is solved can they please put channels back prior to the rescan. We can ONLY get about 3 channels since this and the fix not being done until December seems not acceptable. We have a newer TV and antenna.

Ticket: # 3619521 - Cable TV service

Date: 10/25/2019 11:04:37 AM

City/State/Zip: Marion, Kentucky 42064

Company Complaining About: Mediacom

Description

Since October 1 we have had problem getting all the channels we are supposed to receive. We have called repeatedly and a technician has been here twice. He has NOT found the problem and it is ONLY getting worse. Every day the channels come back on some time in morning, but by later they go off. Tuesday , the day the tech came, the channels had come back on about 10:30 AM, but by 5:00 PM they were off again (ALL but 3 channels which have worked all the time through this) Wed. they came back on about 9:30 AM and by 6:00 PM off again. Thursday they came on about 8:30 AM and by 5:30 PM were OFF. Today, Friday, at 10:00 AM they still are NOT on. We have been Mediacom customer for almost 35 years, always paid our bill and ALL we want is TV service back where we can watch the programs we enjoy!!!!!!

Ticket: # 3619531 - Comcast Adult Subscriptions

Date: 10/25/2019 11:06:31 AM

City/State/Zip: Elkhart, Indiana 46514

Company Complaining About: Comcast

Description

Comcast now has monthly subscriptions to adult channels that you are able to order from your remote, app, or internet that have recurring monthly charges. Comcast however does not provide a way to cancel these services. I had to chat with a physical person for over 20 minutes and provide them my full name and mailing address plus names of all adult subscriptions to be able get them canceled. Any other channel has multiple ways to cancel but I believe they are making these harder to cancel because they believe people will be too embarrassed to talk to someone and have them canceled forcing them to keep costly subscriptions.

Ticket: # 3619556 - Interference/Service

Date: 10/25/2019 11:14:23 AM

City/State/Zip: Miami, Florida 33175

Company Complaining About: Comcast

Description

Comcast is his carrier.

He is receiving major interference.

He has a bundled service.

This has been going several years

TV, surrounded sound, Internet, His game console.

Comcast Monday 10/28/2019 Between

He is on the 5th floor

Comcast charges him every time and charges him \$70.00.

Aug 20th until now.

Comcast put on a filter and it is just getting worse.

Resolution:

He wants someone to come out to fix this problem.

He needs them to clear up this problem.

He needs clear service so he can use his equipment.

Could the FCC come and check this problem.

CTR394-phone

Ticket: # 3619611 - RADIO TRASH 89061, 89113, 89147, 89109, 89172 & 89060

Date: 10/25/2019 11:27:43 AM

City/State/Zip: Las Vegas, Nevada 89109

Description

From: (b) (6)

Sent: Friday, October 25, 2019 8:24 AM

To: sheriff@co.nye.nv.us; PIO <PIO@LVMPD.COM>; dainfo@clarkcountynvda.com

Subject: Nye & Clark (Charmaine 89061, 89113, 89147 & Tre 89109, 89172 & 89060)

Whether these are alias's or people on their radio line, all I can say 'IS YOU BETTER DO SOMETHING WITH THIS TRASH' AND IF I HAVE TO TAKE MATTERS INTO MY OWN HANDS, BECAUSE THIS TRASH REFUSES TO STAY OUT OF MY LIFE, HOME, AUTO & JOB SITE WORKPLACE...I WILL KILL THEM. I AM DONE WITH ASSHOLES "INVOLVED" THEIR STALKING, BULLYING, HARASSMENT & ASSAULT...DEAL WITH THIS BLACK RADIO TRASH & ALL OTHERS "INVOLVED" I AM FED UP WITH SUBMITTING REPORTING AND THIS BEING IGNORED, I WILL KILL THIS BULLYING TRASH WE HAVE TO DEAL WITH IN AMERICA, SHUT THIS "LOWEST FORM OF LIFE DOWN OR I WILL!"

(b) (6)

ASSISTANT PROJECT MANAGER

—

HARRIS

Las Vegas , NV 89118

C. (b) (6)

O. 702.732.2545

harriscompany.com

NV

LIC:

0081352, 0081353, 0081354

Ticket: # 3619663 - Billing for equipment not ordered

Date: 10/25/2019 11:43:27 AM

City/State/Zip: Portland, Oregon 97213

Company Complaining About: Comcast

Description

Comcast has billed me for 3 years for an additional cable box. They have admitted to this and have not resolved or called me back. There is evidence I've only having one box and being billed for two.

Ticket: # 3619669 - Dish Network Complaint

Date: 10/25/2019 11:44:52 AM

City/State/Zip: Collinsville, Illinois 62234

Company Complaining About: Dish Network

Description

Upgraded Plan for Dish

He wanted to upgrade to the hockey plan

Consumer gets it at the end of Sept

Consumer said that he never got the hockey channel

They put him on a two yr contract and they claimed he never said that he wanted the hockey stations

The channel is blocked out

They said he would get that station so he can watch the St Louis blues

The consumer wants this resolved by getting out of the 2 yr contract considering they did the consumer wrong by telling he would have the hockey package ***CTR403***

Ticket: # 3619837 - Dish Network

Date: 10/25/2019 12:28:47 PM

City/State/Zip: Bainbridge, Georgia 39817

Company Complaining About: Dish Network

Description

Dish Network removed all the movie channels from his service and is still charging him.

Ticket: # 3619856 - CANCELLATION OF SERVICES WITH NO REFUND

Date: 10/25/2019 12:30:54 PM

City/State/Zip: Homosassa, Florida 34446

Company Complaining About: Spectrum

Description

On 10/15/19 we cancelled our television, internet and home phone services with Spectrum due to moving from the location. On 10/22/19 Spectrum deducted \$188.28 from my bank account for what their statement lists is service from 10/02/19 through 11/01/19. When we called and requested a refund of the monies paid because we were not there for the entire service dates we were told that we do not get our money back. There are no refunds.

I am furious that a company can keep my money for services that I have not received. \$188.28 divided by 30 days = \$6.276 per day for services. I received services from Spectrum from October 2, 2019 (date on billing cycle) through October 15, 2019. 14 days of service of that billing cycle @ \$6.276 per day = \$87.864 dollars that I owed for that service. I demand a refund in the amount of \$100.41 for services that were not rendered.

Ticket: # 3619910 - Exposed live cable wire

Date: 10/25/2019 12:47:31 PM

City/State/Zip: Omaha, Nebraska 68130

Company Complaining About: Centurylink

Description

We have continually called to have a above wire taken care. I finally caught the guy looking for it when I was leaving oct 14th. He told me it a live and exposed wire. I have kids that play in the back yard and it has been damaged by lawn guys. I am afraid of someone getting hurt. The guy said someone would be out the next day. No one has every shown but the flags remain. At least 10 calls over months and the issue is still not resolved

Ticket: # 3619924 - Xfinity predatory billing practices

Date: 10/25/2019 12:51:14 PM

City/State/Zip: Jacksonville, Florida 32225

Company Complaining About: Comcast

Description

I recently started Xfinity services in my home. I elected to have the Self Install Kit sent and install it myself to avoid the \$70 charge for installation. I connected everything but the signal was too low coming into my house to get their equipment to register properly. I called Xfinity and they explained that they would send someone out to the house, but if it was deemed that the visit was something that I did incorrectly with the self install, that I would be billed; Otherwise there would be no charge for the tech visit. When the tech came to the house, he confirmed that the signal was too poor for the X1 to run on it and installed an amplifier to boost the signal to the devices. Xfinity subsequently billed me the \$70 for the visit and adamantly refused to remove the charge when I called to dispute it.

Proper resolution in this matter would be to remove the \$70 charge from my account. If the signal coming in to my house was sufficient, they never would have been called. When the tech arrived, all of the equipment was setup. The Internet was working. Once the signal was improved via the amplifier, all of the TV's instantly worked without any further configuration.

Ticket: # 3619945 - Dish network

Date: 10/25/2019 12:58:09 PM

City/State/Zip: Martinsville, Indiana 46151

Company Complaining About: Dish Network

Description

I am so tired of doing without the services that I am and have been paying for whenever tv stations and Dish can't make an agreement on what they get from each other. We the consumer are without local station WISH for about a month. We need our local information.

The fact that they raise our costs whenever they want changed my due date at the same time they put my billing on email instead of mailing it to my when I do not want it emailed, upsets me about them. I've been loyal customer for decades.

Ticket: # 3619981 - Foul language on Law and Order SVU

Date: 10/25/2019 1:08:41 PM

City/State/Zip: Roseville, California 95678

Description

Why do you guys allow SVU to use God's name in vain? This should not be acceptable on a network like NBC. They should be fined all lot of money. Although, it may not make a difference because the producer has a lot of money. It needs to stop though. I'm sick of NBC getting away with this! This is not the first time and complaining on nbc's website doesn't do any good.

Ticket: # 3620042 - Re: [FCC Complaints] Re: Spectrum service and billing

Date: 10/25/2019 1:20:10 PM

City/State/Zip: Columbus, Ohio 43228-3142

Company Complaining About: Spectrum

Description

This is a follow-up to your previous request #3312851 "Spectrum service and billing"

As expected, my rate has again been increased. It will now cost me an additional \$10.56 for the same service (or lack of) that I've received in the past, bringing my total monthly bill to \$228.27. That is outrageous, especially for a retired person on a fixed income.

I sincerely believe the federal government should investigate the amount the cable companies are charging and put strict regulations in place. Their practice of offering \$49.99 each for their package deals is just to sucker in new customers who don't realize that their bill will be increased dramatically over a short period of time. If they charged new customers the current rate and stopped the practice of discounted (or free) service to employees, they could offer more reasonable rates to new and long term customers.

If the FCC cannot help in regulating these costs to the American public then who can?

Ticket: # 3620045 - Equipment Issues

Date: 10/25/2019 1:20:22 PM

City/State/Zip: Atlanta, Georgia 30311

Company Complaining About: AT&T

Description

- The consumer is calling about a cable line that is on her property
- She states a tree fell like 6 months ago and the line is hanging really low
- She has reached out to the company AT&T
- She states they have been out but will not fix the issue
- The consumer wants the line lifted to all the other lines height
- This has been causing issues with her driveway

CTR405-phone

Ticket: # 3620064 - failure of xfinity to notify customer of change

Date: 10/25/2019 1:22:55 PM

City/State/Zip: Edgewood, Maryland 21040

Company Complaining About: Comcast

Description

Xfinity told me that they hadn't notified customers in my region that promotion was ending, forcing me to pay for a product that I don't want that was free for 1 year. I was told it was my fault I should remember eventhough our region hasn't been being notified because they haven't gotten to it yet. Only the "keystone region" Pennsylvania was notified because they haven't gotten to everyone yet and are working on how to notify.

Ticket: # 3620109 - Comcast complaint

Date: 10/25/2019 1:38:43 PM

City/State/Zip: Methuen, Massachusetts 01844

Company Complaining About: Comcast

Description

Consumer said that her FCC tax has gone up 8 cents it keeps regulation every few months

She does not feels right

Consumer wants this resolved by getting a refund on all of the past raised bills

Consumer had the triple bundle

The consumer is extremely unhappy regarding ht is issue

Ticket: # 3620122 - Suddenlink - Customer Service

Date: 10/25/2019 1:41:00 PM

City/State/Zip: Villa Park, California 92861

Company Complaining About: Sudden Link

Description

We have a vacation in Mammoth Lakes.

I have called Suddenlink customer service approx. 10 times to put our account on a vacation hold. It was never put on vacation hold when I called on 9/6/19 so I got billed for the full amount. I've tried many times to get the service put on vacation hold and my bill reduced with no luck. No my account is suspended for non-payment. When I call, the wait time is over 20 minutes so I request a call back. When I do get through to them, the customer care reps don't know how to assist and sometimes have been on the phone for over an hour with them.

Ticket: # 3620158 - DirecTV unfair and dishonest billing

Date: 10/25/2019 1:48:24 PM

City/State/Zip: McCall, Idaho 83638

Company Complaining About: Directv

Description

I have received incorrect and dishonest billings from DirecTV for an initially suspended and then closed account (both at my request) for the past eight (8) months. I have made many phone calls and have sent letters to DirecTV in an attempt to get this problem straightened out. I have been misled, and at times flat-out lied to regarding the correction of this issue. I have received notices from a collections agency.

I need assistance in putting this matter in the past. Is there some manner in which the FCC can assist in this manner?

Ticket: # 3620172 - Re: [FCC Complaints] Re: Dish TV pulled my credit with out my permission ! I did not give them my SS

Date: 10/25/2019 1:51:04 PM

City/State/Zip: Apache Junction, Arizona 85119

Company Complaining About: Dish Network

Description

This is a follow-up to your previous request #3498313 "Dish TV pulled my credit w..."

DISH USED MY SOCIAL SECURITY NUMBER TO PULL MY CREDIT WHEN I SPECIFICALLY TOLD THEM NOT TO DO IT BECAUSE OF A LOAN ! THEY HAD MY SS FROM A PAST ACCOUNT !

I DID NOT GIVE IT TO THEM !

DISH STRAIGHT OUT AND REPEATEDLY LIED TO YOU AND ME !

AND YOUR ANSWER IS ... WELL WE TRIED TO GET THEM TO DO THE RIGHT THING ???

DID YOU REALLY THINK A CORPORATION THAT WILL PULL SOMEONES CREDIT WITH OUT CONSENT THEN LIE TO ALL OF US WILL DO THE RIGHT THING ??

WHO EVER MADE THIS DECISION BETTER STAND BY IT BECAUSE IM NOT DONE WITH DISH, AND DEFINITELY NOT DONE WITH YOU ! YOU FAILED AT WHAT YOU WERE SUPPOSED TO DO FOR THE PUBLIC !

(b) (6)

From: FCC <consumercomplaints@fcc.gov>

Sent: Thursday, October 24, 2019 5:14 AM

To: (b) (6)

Subject: [FCC Complaints] Re: Dish TV pulled my credit with out my permission ! I did not give them my SS

Ticket: # 3620175 - Price Disclosure

Date: 10/25/2019 1:51:43 PM

City/State/Zip: Las Vegas, Nevada 89130

Company Complaining About: Cox

Description

I would like to make a complaint against Cox Cable TV, Internet, Phone service that I am unable to get a full price list from this company. They have raised my bill 5-6 times in the last 18 months. I asked for a price sheet to decide what services I still need and if I would like to switch services. They refused at the local office and at the corporate office. The "loyalty" department told me that if I wasn't happy I could downgrade my service and they could charge me another \$50/month. I am wondering how a business can operate without price disclosure. Isn't that against some regulation

Ticket: # 3620219 - Direct tv service issue

Date: 10/25/2019 2:01:51 PM

City/State/Zip: Beverly, Massachusetts 01915

Company Complaining About: Directv

Description

Service disruptions with an inability to get Direct tv to resolve the issue after hours on the phone.

Ticket: # 3620221 - Suddenlink

Date: 10/25/2019 2:02:30 PM

City/State/Zip: Georgetown, Texas 78628

Company Complaining About: Sudden Link

Description

I have been without service on my TV since moving into my home the beginning of August and Suddenlink has been charging me for it every month. I have called Suddenlink technical support 6 different times on the issue (including a 3 way call with TiVo support to walk them through it). They have sent 3 technicians to my home that state it is an account issue and there is nothing they can do and leave. I have also called TiVo and they state that Suddenlink simply has to pair the card to the box and that they are required by law to provide the cable card. Suddenlink needs to pair my cable card to my TiVo box so that I can receive service and refund me for the services they have been unable to provide.

Ticket: # 3620224 - Spectrum Billing Bundle

Date: 10/25/2019 2:02:47 PM

City/State/Zip: Dallas, Texas 75240

Company Complaining About: Spectrum

Description

The consumer has a bundle and cell phone through Spectrum
When he call out you cant's hear him the same as if you call him
Spectrum told him they would replace the phone
He had 20 days for it to be completed
But Spectrum kept giving him different orders each day
He returned the equipment on time and still charged him 140.00
When it should have been Zero

Ticket: # 3620229 - TV Service Issues

Date: 10/25/2019 2:03:19 PM

City/State/Zip: Dardanelle, Arkansas 72834

Company Complaining About: Sudden Link

Description

Consumer is stating that his service has been going on and off for the last three weeks

Consumer has been calling the provider and has been put on hold for hours and hours

Consumer has set up appointments and the tech do not show up

Consumer is stating that his service has been going on and off for the last three weeks, on day it was off for 12 hours. Resolution: Consumer would like his service fixed. Consumer was told that he would be credited and he was not

****CTR406-phone****

Ticket: # 3620262 - Comcast Over Charge

Date: 10/25/2019 2:08:18 PM

City/State/Zip: Boca Raton, Florida 33487

Company Complaining About: Comcast

Description

Comcast installed my cable in June incorrectly and was a hazard. I paid for that installation. They came to fix their poor job and charged me again!

Ticket: # 3620270 - Bait & Switch billing issue

Date: 10/25/2019 2:09:42 PM

City/State/Zip: Santa Clarita, California 91351

Company Complaining About: Spectrum

Description

Was told by Spectrum rep (and Supervisor) that I would NOT be charged for \$7.50/month Spectrum TV Select package which went into place this month (October) since I had just been given a new 12 month promotional discount in June. Was billed for this increase (along with 2 other increases) and when I called to complain was told I was given incorrect information by the representative and the Supervisor and nothing could be done. Spectrum needs to honor the 12 month promotional period and honor what their people say (correct or incorrect). I want the \$7.50/month increase waived as promised until my 12 month promotional period ends in June, 2020.

Ticket: # 3620285 - Cancelation Fee

Date: 10/25/2019 2:12:01 PM

City/State/Zip: Saint Augustine, Florida 32092

Company Complaining About: Directv

Description

I bought a new home and had to move my service so I called to find out about moving it and was told that DIRECTV was not offered at the new location, after I had the closing date I then processed the move service and at that time told them I didn't need the dish on my roof of my new home since I was told it wouldn't work, they said fine and canceled the service without mentioning the \$300+ fee. Then to make matters worse my date of install was pushed back about one month since workers went on strike. After it was installed finally I was told to send back my DIRECTV equipment which I did and was credited for the time without service I then received a bill that said the \$334.32 was removed and my service was canceled now a month later I get a \$300+ fee added to my service and I chat to find out why and they look back and see the history and tell me since I wasn't informed it will be removed so I wait like they told me and it is still on so I try again today to find out the status and am told that I was informed when I signed up so basically tough luck pay the \$300.

Ticket: # 3620311 - Service outage

Date: 10/25/2019 2:16:18 PM

City/State/Zip: Larkspur, California 94939

Company Complaining About: Broadcast Over The Air

Description

TV stations not operating in there best interest.

They are reducing the signal strength instead of increasing strength.

They are broadcasting on the lower bands-their axillary power

KTVU some 2/ KRON nothing 4/ KTIX only a bit5 / KGO 7/ KQEDChannel 9

38-Stable /CBS It has been off 44/60- off/ on/66

Suche tower they are all broadcasting off this tower.

When there is an emergency they may be no notification.

There is a fire blazing in their area.

Resolution:

He would like to see them at least until the emergency is gone, to operate on their full signal strength as much as possible.

CTR394-phone

Ticket: # 3620320 - Billing Issues**Date:** 10/25/2019 2:19:52 PM**City/State/Zip:** Missouri City, Texas 77489**Company Complaining About:** AT&T

Description

I would like to file a complaint regarding a billing issue with ATT. I have been trying to get the issue of my bill resolve with no help from ATT. I was told by a representative that my promotion will expire in September but when I contacted ATT in September I was told that nothing was going to expire until January 2020. When I received my bill for that month it increased by about \$20 and I was told that promotion did in fact expired which caused my bill to increase and was told that there was nothing that can be done until the next billing period.

I just received my bill and it has increase another \$35.00 and I have spent about an hour on the phone with several representatives trying to understand why the increase and was told that some other type of promotion has expired. It seems that each month the bill in increasing and ATT is citing promotion ending when in fact my contract with them does not expire until 1/2/2020 so I am locked in and not able to terminate the services and move to another carrier.

This is a recurring theme with not only Direct TV but also with my cellphone services which I have had to file previous complaints to get resolution. Unfortunately as consumers our selection of providers are shrinking and leave us with very little choose due to the ongoing mergers. This is taking away from my work time and is very frustrating to have to deal with on a monthly basis and not

Ticket: # 3620333 - Bundled pricing issue

Date: 10/25/2019 2:25:23 PM

City/State/Zip: Claremont, Florida 34714

Company Complaining About: Spectrum

Description

- Consumer is being charged a Broadcast TV Fee of \$13.50.
- Consumer called the provider and they provided number for the FCC.
- Consumer also tried to get information for her LFA and was not provided that information either.
- Consumer would like an explanation of the bill and this charge.

CTR404-phone

Ticket: # 3620347 - Re: [FCC Complaints] Re: Comcast programming issue

Date: 10/25/2019 2:30:06 PM

City/State/Zip: Three Bridges, New Jersey 08887

Company Complaining About: Comcast

Description

This is a follow-up to your previous request #3591843 "Comcast programming issue"

Good afternoon,

When you're retired you have time to reflect. I just want to say that this complaint is not just about me but about all the customers who have experienced dealings with Comcast and in all probability the majority of them have no idea who is the FCC and what they represent. Again ,it is unfortunate for people who are dealing with a monopoly when dealing with a cable provider. I guess being compassionate for others is what this is all about for me too. Thank you.

Sincerely yours ,

(b) (6)

On October 24, 2019, at 4:49 PM, (b) (6) wrote:

@font-face{font-family:Calibri;panose-1:2 15 5 2 2 2 4 3 2 4;}

Excuse me , I forgot. I was able to agree to another package with them saving about fifteen dollars a month and getting the station in question back but it doesn't change how they do business.It's for twenty four months but like I previously said it is probably not written in stone because with them no one knows what the future will be. What upsets me is if I didn't notify the FCC , I can honestly say I would never hear from them. Again thank you.

Sincerely yours,

(b) (6) .

On October 24, 2019, at 4:32 PM, (b) (6) > wrote:

@font-face{font-family:Calibri;panose-1:2 15 5 2 2 2 4 3 2 4;}

Good afternoon,

Thank you so much for your cooperation and response. I have a question on point four, " Keep in mind that billing adjustments or other actions could take time to implement. " Does this mean that they can be forced to change their policies? When a cable provider like Comcast and other major providers were able to buy out the smaller companies it created monopolies .Even though they will say we cannot stop another provider from coming into your area, I would doubt if an existing major

provider would do so. Well, again thank you for your time and cooperation and looking forward to your response.

Sincerely yours,

(b) (6)

On October 24, 2019, at 1:48 PM, FCC <consumercomplaints@fcc.gov> wrote:

table td { border-collapse: collapse; } body[dir=rtl] .directional_text_wrapper { direction: rtl; unicode-bidi: embed; }

Ticket: # 3620367 - Direct TV

Date: 10/25/2019 2:35:25 PM

City/State/Zip: Lake Wales, Florida 33859

Company Complaining About: AT&T

Description

Direct TV, now ATT, is insisting that I pay them for an NFL package that I never asked for as well as, I called in when I received the first bill to cancel. They recognize that I did in fact call in at an acceptable time to cancel, as well as 3 more times, to cancel. Last month (September) I called in for the 3rd time and was told that it would be taken care of and that there is just a lapse in the credit. I have received yet another bill stating that my account is "past due" and called in today yet again (#4) and the agent researched the entire event and stated that because my husband's name is on the account, I was not authorized to cancel on my first phone call. They are insisting that I pay for the 1 month installment of \$139.00 and I absolutely refuse to pay it. We have never even watched it- not once even turned it on. Please help! I always pay my bills on time. I am a business woman who is extremely busy and this has taken up much of my valuable time-at least 20-30 minuets per phone call.

Thank you.

Respectfully,

(b) (6)

Ticket: # 3620410 - Cost Keeps Rising

Date: 10/25/2019 2:44:13 PM

City/State/Zip: Canyon Lake, Texas 78133

Company Complaining About: Gvtc

Description

My GVTC bill just jumped radically. I contacted GVTC and was told they could do nothing and that the bill would be increasing again soon.

Ticket: # 3620454 - Loud commercials

Date: 10/25/2019 2:52:57 PM

City/State/Zip: Parsonfield, Maine 04047

Description

The commercials on Hulu have been extremely loud for quite a while now. Please lower the volume on the commercials. Thank you very much.

Ticket: # 3620467 - Cancellation of service

Date: 10/25/2019 2:55:34 PM

City/State/Zip: Dayton, Ohio 45458

Company Complaining About: Spectrum

Description

I called Spectrum to cancel my cable TV service and 5 days later its still not cancelled. I told them I wanted to keep internet only and they gave me a price of \$44.99 when I spoke with them to check on why it had not been cancelled they don't know. and stated the internet price would be 69.00 they don't honor what their reps tell you on phone and its even recorded. They lie to customers and get away with it. They should be shut down .

Ticket: # 3620475 - DirecTV

Date: 10/25/2019 2:56:49 PM

City/State/Zip: Pearl, Mississippi 39208

Company Complaining About: Directv

Description

AT&T disconnected her phone with a \$500+ balance

When she went to pay the bill it had gone up to \$700+

In order for them to take the balance off of the first amount they told her the only way to take the balance off she had to get directtv

She was manhandled to pay the \$700+

She would like her money backkk

Ticket: # 3620547 - Spectrum Cable-Internet bill keep rising

Date: 10/25/2019 3:14:17 PM

City/State/Zip: Pittsboro, North Carolina 27312

Company Complaining About: Spectrum

Description

Spectrum just raised our bills again. They advertise no contract, so the rates can be increased arbitrarily. The FCC needs to monitor these companies better. Rates should be approved by the FCC before the company can raise prices on the consumer. The charges were too high to start with, and Spectrum just keeps inching up and up. You are not doing your job by letting these companies run wild over the American Consumer. Attached is last month's bill and this month's bill for comparison .

Ticket: # 3620559 - Payola at KKJZ

Date: 10/25/2019 3:19:27 PM

City/State/Zip: Long Beach, Washington 98631-2615

Company Complaining About: Global Jazz, Inc. And Kkjj Fundraising, Inc.

Description

Here is the situation: KJAZZ has taken to the practice of hiring musicians to be DJs. Those DJs spend significant efforts to promote themselves, and more specifically, their music, during their radio programs on the station. Thus, they receive significantly more airplay than would normally be the case. As a result, they are boosting their own income by the choices they are making for what is played on the air during their program. This seems to me to be a form of payola. It apparently isn't covered in how I read the rules as stated by the FCC.

[Ticket: # 3620637 - complaint with xfinity tv](#)

Date: 10/25/2019 3:41:12 PM

City/State/Zip: Charlottesville, Virginia 22911

Company Complaining About: Comcast

Description

We are in a 2 year contract with comcast and just found out they have taken our favorite channel, TCM, which was included in our package for no extra charge and put it in a sports bundle that would cost \$10 a month extra. What in the world does classic movies have to do with sports? This seems random and unfair to customers.

Ticket: # 3620639 - DirectTV complaint

Date: 10/25/2019 3:41:23 PM

City/State/Zip: Pittsburgh, Pennsylvania 15210

Company Complaining About: AT&T

Description

I was lied to about the rate at which I would be charged for my tv services through Direct tv. The local store through which I signed up will not help me and the customer service department will not reach out to store to try and help my situation. I have in writing the amount promised.

Ticket: # 3620640 - Unwanted Charges and Cannot Cancel**Date:** 10/25/2019 3:41:46 PM**City/State/Zip:** Cincinnati, Ohio 45208**Company Complaining About:** Directv

Description

I have been a customer of DirecTV for a year and my original starter package included 1 year of free NFL Sunday Ticket, which I hardly used. I found out this month that they automatically signed me up for a second year of the service at full cost without my consent. When I tried to call and cancel Sunday Ticket, they informed me that I missed the deadline to cancel and I would be forced to pay the remaining \$150. I would like to completely cancel my service with DirecTV because of the egregious billing situation, but they won't let me because I am under contract. Can someone please help me deal with this insidious company?

Ticket: # 3620680 - Re: Request received: Re: [FCC Complaints] Re: Tv reception.

Date: 10/25/2019 3:51:13 PM

City/State/Zip: Nanjemoy, Maryland 20662

Company Complaining About: Self

Description

This is a follow-up to your previous request #2686990 "Re: [FCC Complaints] Re: Tv..."

Are you serious? I can't believe this is what I've been sent when it has not a single thing to do with what I've ask you people to do and I've ask more than once with several worthless ticket numbers. The President and the Senate will be receiving a copy of my and your transmissions so that they are able to see that we citizens have a bunch of Morons working in our government. This is way past ridiculous to say the very least. What does any of this have to do with the paticular station I've ask about and the single that's supposed to be sent and it's being blocked somehow? I'll tell you nothing not one Dammed thing. This is just the beginning of people having to find other jobs. Trust me I have and in with people and Media's and this has just begun. I'd suggest you learn to actually read what's sent to you and fix it really fast. I'm having no back and forth again when you people. You have the emails I've sent I have them and your ticket numbers as well. There is no wiggle to get it off what's so far been said and done and it's extremely atrocious and ridiculous behavior on the part of the FCC. I'd suggest you do whatever's nessasary to see that i receive the strongest signals possible to home instantly and that the ion channel i spoke about which you've not referenced in any way be on my television fast or I will Promise to make sure your seen for the incompetent FCC government agency that you are. PERIOD

(b) (6)

Ticket: # 3620689 - Comcast unfair billing practices.

Date: 10/25/2019 3:52:59 PM

City/State/Zip: Chicago, Illinois 60612

Company Complaining About: Comcast

Description

Comcast corporate escalation specialist reversed prior credit that has been applied to my account in the amount of \$238.00(U.S) Credits were issued by multiple Comcast representatives in the billing dept spanning more than 90 days. In the time frame I had multiple field technicians enter my home and confirm multiple issues with my services Cable, Internet , and Phone. This reversal was applied August 30th without my knowledge. The date showing Aug 26th-October 14th for an account correction. The date of the bill was Sept 11, 2019. My account was in good standing as it has been for 10+years. This reversal needs to be reversed as it is unfair. Comcast needs to credit all customers for all outages full or intermittent considering they know when outages occur. Which is their claim: customers should not have to call in to receive credits .

Ticket: # 3620780 - Missing channels form Direct TV

Date: 10/25/2019 4:14:56 PM

City/State/Zip: Farmington Hills, Michigan 48331

Company Complaining About: Directv

Description

I ordered new equipment so as to receive Direct TV 4k channels over 1 year ago. Since the installation i have never received the full channel line up that was to be apart of my package.

I have called repeatedly and spoken to to both onshore and offshroe representatives who have promised that

1. Service will be on within 24-48 hours
2. I've been transferred to other lines of service for ATT that do not support Direct TV at all
3. I've told that i can not be transferred to On Shore
4. A supervisor will call me back to validate service is restored
5. I'm assured every time that my account is being updated with notes so that if i ever call back the next agent will know exactly whats gogin on whats been done to fix the issue
6. i've been told previous reps have put no notes in my account

I have no idea what to do to get the service I've asked for at the package I'm paying for.

Ticket: # 3620809 - Directv

Date: 10/25/2019 4:25:20 PM

City/State/Zip: Success, Arkansas 72470

Company Complaining About: Directv

Description

I was promised via chat that I would get a \$60 credit for 12 months through ATT/Directv. Now they don't want to honor it. I have talked to about 12 people and they all just keep passing the buck. They need to honor what they promised and what I have proof of via chat transcript.

Ticket: # 3620865 - My cable bill

Date: 10/25/2019 4:42:35 PM

City/State/Zip: Saint Peter, Minnesota 56082

Company Complaining About: Mediacom

Description

(b) (6)

Ticket: # 3620898 - Price Package for TV/Internet/Cable

Date: 10/25/2019 4:51:20 PM

City/State/Zip: Ellicott City, Maryland 21042

Company Complaining About: Verizon

Description

Verizon pricing for me to have the above package in my home through their services, my bill is now \$900+. I have contacted Verizon numerous times to be told based on where I live and the type of home I live in this is the best price. the package is now up to \$273 by my adding Starz & the NBA channel. More importantly I have neighbors with Verizon who are paying half this cost to me? Nonetheless I am being discriminated against based on where I live and the tyupe of housing I live in. I am asking for full investigation.

Ticket: # 3620900 - Spectrum cable changing my TV channel on purpose

Date: 10/25/2019 4:51:32 PM

City/State/Zip: Garfield Heights, Ohio 44125

Company Complaining About: Spectrum

Description

At 10 44 pm, on Oct 24, 2019, I was watching a movie on Turner Classic Movie channel. Spectrum Cable changed my TV channel to channel 1, which is their news channel. This is NOT the first time they have done this. This is the 3rd time. This has got to stop. No cable company has the right to change my TV channel to what THEY want me to watch. I do not watch local or national news channels because they are 95% propaganda and lies.

Ticket: # 3620912 - Problem Resolution**Date:** 10/25/2019 4:54:59 PM**City/State/Zip:** Horn Lake, Mississippi 38637**Company Complaining About:** Directv

Description

Had new box for roughly 6 months. Repeatedly drops my local channels (as much as twice in 1 day). Call them and they reset my box or I do it manually. Reset my box today (10/25/19) and asked to have a local technician call me as instructed by ATT Rep at local store. Cannot get DirecTV to do this. All they will do is escalate it to Systems Engineers which was done several iterations ago. This does no good. I'm being told by ATT Rep that it's a simple fix. I need an external antenna attached to back of box to pick up local channels. Cannot get DirecTV to do anything about this.

Ticket: # 3620928 - SiriusXM Radio Lifetime Subscription Bait-And-Switch

Date: 10/25/2019 5:01:31 PM

City/State/Zip: Poway, California 92064

Description

I purchased a "Lifetime Subscription" from Sirius on 02-18-2005. At that time, my lifetime subscription included all channels and, when Howard Stern joined Sirius in 2006, my lifetime subscription included his two channels (100 and 101). In 2008, Sirius and XM satellite radio companies merged when Sirius purchased the XM company. Recently, my SiriusXM tuner equipment became inoperable so I purchased a new receiver and tuner. Upon installation and having my lifetime subscription moved onto my new tuner, I was informed by SiriusXM that I would now need to pay \$121.40 in order to add channels 100 and 101 onto my lifetime subscription plan because, even though it was included in my lifetime subscription plan before, it would not cost extra because my tuner was a "SiriusXM" tuner (and not a "Sirius" tuner like my previous equipment had been). Nowhere on the box of the new SiriusXM tuner does it state that use of the tuner degrades customers lifetime subscription package that they may have, requiring additional payment for channels that had previously been included in their subscription. SiriusXM no longer has new "Sirius" only tuners available to support the lifetime subscription plans that have been purchased. The problem could be solved by including all content (channels) that was previously purchased with the lifetime subscription plans (as of 02-18-2005) with all transfers of those plans to new SiriusXM equipment.

Ticket: # 3620969 - Billing Issues

Date: 10/25/2019 5:12:32 PM

City/State/Zip: Hemet, California 92545

Company Complaining About: Dish Network

Description

Consumer called Frontier and asked about service for TV and phone

Consumer said Dish was sent out and installed the equipment

Consumer said they didn't turn service on to her TV and never installed phone.

Consumer said she canceled the service, because they couldn't offer her phone service.

Consumer still does not understand why Dish came out when she called Frontier for service.

Consumer said they took \$420 out of her bank and she disputed the charges and the bank put the money back and put it to the Fraud Department

Consumer said the fraud department said she signed something and then Dish attached her account and took the \$420 out even though she didn't have but \$100 in her bank

Consumer now has over charged with her bank.

Consumer just wants a refund of \$420 via a check in the mail, because she never had the services on

CTR402

Ticket: # 3620977 - Billing Issues

Date: 10/25/2019 5:14:15 PM

City/State/Zip: Ellenwood, Georgia 30294

Company Complaining About: AT&T

Description

- The consumer is calling about AT&T as her carrier
- She has a bundled package
- The carrier told her her bill be \$63.64 for Direct TV, \$30 for the Internet and \$19.99 for each phone line
- The total is \$133.62
- They were to restore her service as well from May 24, 2019
- The consumer states she never received a bill for the correct amount
- She received a bill in June for \$269.13, July \$241.51, August \$236.51, September \$247.82
- She states they gave her a credit in the amount \$103 and she paid \$165 on 10/18/19
- The consumer wants her bill adjusted for what the carrier had previously discussed
- The consumer is requesting applicable credits
- The consumer states she has a balance of \$268.33
- The consumer has been on the phone for hours and transferred from multiple departments
- The consumer feels they are not fixing the issues

CTR405-phone

Ticket: # 3620983 - Spectrum Not Honoring FTC Mediation Agree

Date: 10/25/2019 5:16:40 PM

City/State/Zip: Buffalo, New York 14222

Company Complaining About: Spectrum

Description

One year ago I filed a complaint with Spectrum for lying about my package and services. Spectrum contacted me regarding this complaint and promised me a specific package for 24 months. After 12 months Spectrum increased my pricing by 50% and when I contacted them said my package resulting from that settlement was no longer available. After much time and frustration a supervisor agreed to give me a similar package with a modest price increased. After one month I recieved my new bill and my pricing was increased again. I give up. This is dishonest and wrong and there is not another provider where I live.

Ticket: # 3621081 - Charges after cancellation of Service

Date: 10/25/2019 6:11:55 PM

City/State/Zip: Sachse, Texas 75048

Company Complaining About: Spectrum

Description

I am being charged for a full month's services when I cancelled three days into the billing cycle. Resolution would be a prorated bill for the three days I had the service.

Ticket: # 3621090 - Unauthorized changes and charges

Date: 10/25/2019 6:15:56 PM

City/State/Zip: South Pasadena, California 91030-4716

Company Complaining About: Spectrum

Description

Spectrum changed my TV subscription by adding additional services. I called a representative on 10/25/2019, Raven, and was told that the changes were made "on the remote" on 9/10/2019. I was not home on that day and my wife does not use the remote. I suspect a fraudulent action took place. The services that were added without my authorization were Spectrum TV Gold, Latino View, and Cinemax. I find it coincidental that Latino View and that my name is Hispanic though I do not watch shows in Spanish. I would never subscribe to this service.

An investigation is warranted if I'm not the only one that has made this complaint.

I requested a refund of the charges and was told that a "ticket" would be written with no guarantee of a refund. I was also told that I would have to add

Ticket: # 3621158 - DirecTV

Date: 10/25/2019 6:44:29 PM

City/State/Zip: Indianapolis, Indiana 46217

Company Complaining About: Directv

Description

DirecTV is trying to collect a fraudulent debt and can not provide me with verification of this debt. I have never lived at the service address they are claiming.

Ticket: # 3621161 - RE: [FCC Complaints] Re: Comcast Stealing

Date: 10/25/2019 6:46:15 PM

City/State/Zip: Alameda, California 94502

Company Complaining About: Comcast

Description

This is a follow-up to your previous request #3461894 "Comcast Stealing"

To whom it may concern,

I am responding to Comcast's response to the FCC

On the 16 Aug 2019, Comcast finally offered a service agreement that I accepted. However as described in years of e-mail Comcast has gone to extraordinary efforts (several years of in-consistent service and e-mails on my part) to get to this point.

I accepted the STAR package because it was free, rarely watch this. Once the free package is completed, please eliminate this for my account and continue my 2 year package for \$118.05 plus fees and equipment for \$154.64.

In terms of technical services I have pointed out glitches with their service and seems to correct itself after a day or so. They did replace a new Comcast box (they old one had been way past its service life, they should have done this a long time ago).

I never actually declined the credit (I asked she listens to both issues, she would not), I must of accidentally hit the red button on my phone and was disconnected on the one of the calls and the other call Brandi could not here me and she disconnected. My desire was for Comcast to here both complaints service outage documented for several years and the ability to get a new contract. She was in total denial about listening to the service outage. She claims she was offering for service outage to you in this letter; however she did not want to listen and read all the documentation with the service outage. If you listened to our conversations she was providing the \$330 for the difference in billing over the past year and half, I provided a spread sheet of the difference and came up with \$589.96. Brandi, retaliated when I filed the 2nd complaint with the FCC about the service outage, and then offered \$250. I am certainly allowed to express my rights with both issues. The FCC should step in and investigate Comcast for their retaliatory business practices(My credibility, Director of 1,900, United States Coast Guard, attained the rank of Commander-despite being in a 1% minority at this

rank, saved over 60+ lives (not lives saved but \$420M back to the taxpayer) in extreme unforgiving weather conditions as a Coast Guard Helicopter pilot, senior leadership and diversity officer for CEO Coast Guard . In addition, as mentioned in Mr. Tibbs e-mail below he offered two months of service credit. As Brandi mentioned they up my Comcast bill to \$257.99 (they are targeting me), I will take two months service credit of \$257.99 for a total of \$515.98. Add both up \$515.98 and \$589.96 \$1,105.91 and we can settle.

I am addressing Comcast 18 Oct 2018. Comcast Claims they offered, I tried several months to follow up with Mr. Tibbs to get the package that was offered (Oct 2018 until 16 Aug 2019, what a pain, tons of e-mail and phone calls to Comcast). They are targeting me, if this is not happening to their Comcast customers than they are targeting me and it could be racial (I sense discrimination).

On the 18th of Oct, Mr. Tibbs sent the e-mail I (called Mr. Tibbs-supervising escalation manager for several months to resolve, but never resolved, Mr. Le Andre Hitt-supervisory escalation manger, no resolution):

Your latest email brings up several items that have already been addressed. I do appreciate you putting together that timeline. As I cited in my email to you on August 24, 2018; you have had several escalation cases and we have been able to address and resolve all of those cases. At this point we have credited you for the time that your service was down in the past, and we will not be crediting you again for past transgressions. My original offer still stands from below where I stated that I will provide you with a credit for two months of service loss. Please let me know if you would like me to do so.

In regards to your current package I am happy to re-package you. Are you looking to keep your services the same, as far as your channel lineup and internet speed tier?

Thank you,

Andre Tibbs

Executive Customer Relations Supervisor

Comcast | West Division

Office 720-268-8028

M-F 9:30am-6:30pm MST

I have kept all the e-mails and records of these issues and Comcast does not acknowledge this lack of customer care and service outages. I truly sense discrimination/bias against me. This is not considered a closed or resolved issue.

Respectfully Submitted,

(b) (6)

To whom it may concern,

I am responding to Comcast's response to the FCC and Copied my Self, dated 23 Aug 2019. I have also attached e-mails sent to Mr. Tibbs trying to get resolution of a service package with no resolution for monthly service package (July 2018 to Aug 2019).

(b) (6)

Alameda, CA. 94502

(b) (5)

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

Brian Roberts, CEO 3 Sept 2019

Comcast Corporate Office

1500 Market Street

Philadelphia, PA19102

215-286-8960

To Whom It May Concern:

I am writing in response to Comcast's letter dated 14 Aug 2019. I have spoken with Brandi Wilson the senior Comcast escalations manager. During our conversations over the past few weeks I have asked her to re view documentation for two issues service charges that have gone over 16 months when my contract ran out in Feb of 2018. I sent over 10 e-mail and phone calls trying to get this addressed. Comcast Claims that I was give promotional packages in October of 2018, I followed up with several e-mails to Mr. Tibbs about completing a service package (the integrity of Comcast is waning, they are not telling you all truth). As you can see below Comcast raised my monthly bill to \$144.99 in Jul of 2018. And then they targeted me with another raise in Jul and Aug of 2019. This is retaliatory evidence; I was not under a new contract at during the first raise in Jul of 2018. I can prove e-mails of lots evidence after 18 Oct 2018 of trying to get in a contract, I tried on several occasions phone calls to Mr. Tibbs and Mr. Hitt (both Comcast escalation mangers that I was trying to lock in a service agreement. I provided the cost of refund between the new base and my bill over the past year half of how much should be refunded, \$589, this was sent to you in my response for these issues. I do agree we finally locked in service agreement spelled out in the letter; Brandi Wilson was able to come up with solution for this after 1.5 years working with Comcast's senior escalations representatives. I stated to Brandi she would need to go back to May of 2018 for credit for the monthly base service discrepancy she came up with \$330, not sure how. During our 2nd conversation, I provide her with the spread sheet below.

I have been very consistent about the time line for reimbursement. In addition, we discussed the service outages and she was obstinate and did not want to discuss the 2nd issue. She said the \$330 was for all the issues, I realized she had not read all the content I provided her. Again Comcast does not want to realize the 100+ hours (probably more like 200 hours) spent on documenting their faults with their chain of leadership and tons of documentation to back it up. Brandi spoke to me again on the 30th of Aug and the offered now \$250 to reconcile after she claimed this was for both issues. I consider this retaliatory since she was upset I went and filled with the FCC the 2nd complaint (service outages). This shows a lack of respect with all evidence presented to Comcast/ Brandi. I truly believe

Comcast lacks integrity and tries to bully people into resolution, this is unacceptable, the FCC, Inspector General, and Attorney generals should investigate their extremely bad business practices.

Comcast Bill

Months

Base service

New Comcast Base

May-18

\$119.99

\$109.99

\$10.00

Jun-18

\$119.99

\$109.99

\$10.00

Jul-18

Ticket: # 3621168 - Arrangement broken

Date: 10/25/2019 6:49:02 PM

City/State/Zip: Jacksonville, Florida 32208

Company Complaining About: AT&T

Description

I chatted with a at&t employee on 10/16 due to my bank having fraudulent activity I had to close the account so I called and made a arrangement to make the past due amount on oct 27th I have the chat transcript of the conversation as well and the payment confirmation to my email but at&t still suspended my service and broke the agreed arrangement and when I called refused to honor the arrangement I have in black and white from their company.

Ticket: # 3621178 - Cbs

Date: 10/25/2019 6:58:53 PM

City/State/Zip: Apple Valley, Minnesota 55124

Company Complaining About: Assurance Wireless

Description

Their commercials are way to loud again. Time to turn them down or I quit watching.

Ticket: # 3621192 - Cable tv and internet service

Date: 10/25/2019 7:12:58 PM

City/State/Zip: Hollywood, New Jersey 33021

Company Complaining About: Comcast

Description

From: (b) (6) >

Subject: Problem with Comcast - my mother is a 93 year old woman who feels as though she has been abused by Comcast. She pays a lot of money each month to rent equipment and was charged \$70 for a service call when her service wasn't working. Comcast asked her to go to a service center to avoid the charge which she can't do . The service man pulled out a hard wire and said that fixed the problem only to find the problem still existed the next day which Comcast came out again and did fix it. My mother's bill keeps going. Up and each person we speak to can't help us. We were told they have a senior discount however that would mean slow internet and each office tells us they can't apply this. Actually we wouldn't want to pay less and have less service. This company takes advantage of elderly people and my mother has no other choice in her neighborhood.

Ticket: # 3621201 - Fraud

Date: 10/25/2019 7:16:55 PM

City/State/Zip: El Cajon, California 92021

Company Complaining About: Directv

Description

I moved from a townhouse to an apartment who did not let me have satellite dish.

Ticket: # 3621221 - Spectrum charges going up with no upgrade in services (\$600 per year since 2017)

Date: 10/25/2019 7:25:46 PM

City/State/Zip: Port Orange, Florida 32127

Company Complaining About: Spectrum

Description

without providing any extra service or equipment upgrade my monthly bill has gone up over \$50 each month since 2017. Since January of 2019 it has gone up \$35.52 per month. How can they do this. I called to complain and could only talk to a rep when I asked for a supervisor I was denied. I need the constant bill charges to stop

Ticket: # 3621246 - SHOULD HAVE NEVER CLOSED ORIGINAL COMPLAINT

Date: 10/25/2019 7:45:02 PM

City/State/Zip: Staten Island, New York 10314

Company Complaining About: Spectrum

Description

I HAVE AN ISSUE WITH SPECTRUM, THE SAME ISSUE WHICH WAS NEVER FULLY RESOLVED. THEY WERE SO QUICK TO CALL ME AND LEAVE ME DIRECT EXTENSIONS AFTER TWO YEARS OF TRYING TO RESOLVE MY ISSUE, ONLY BECAUSE THEY WANTED ME TO CLOSE OUT MY COMPLAINT WITH THE FCC. THEY PRESSED ME ON THIS ISSUE WITH NUMEROUS CALLS PER DAY FOR A WEEK STRAIGHT. I SHOULD HAVE NEVER CLOSED IT WHEN ONLY HAVE THE ISSUE WAS FIXED, ON GOOD FAITH THAT THEY WOULD FOLLOW THROUGH ON THE REST. THE COMPLAINT WAS IN MAY AND SINCE JUNE I HAVE THE SAME ISSUE. PAID OVER \$1000 IN 5 MONTHS WHEN I WAS SUPPOSED TO HAVE A REGULATED BILL PLUS THEY CREDITED ME \$180 IN ALL THE LATE FEES I PAID SINCE MONTH 1. THEY NEVER KEPT THEIR WORD AND MADE MY BILL CURRENT. THEY GAVE ME THE CREDIT WHICH WAS MONEY I PAID THEM FOR THEIR MISTAKE BUT NEVER CREDITED ME FROM THEIR END LIKE THEY SAID THEY WOULD FOR ALL THE TROUBLE THEY CAUSED ME BECAUSE THEY SCHEME AND CHEAT.

Ticket: # 3621258 - Poor reception with antenna tv

Date: 10/25/2019 7:58:55 PM

City/State/Zip: Senatobia, Mississippi 38668

Company Complaining About: Antenna Tv

Description

Since I got my indoor antenna, I have lived at 38637, 38105, 38618, and now at 38668. At each location, I have picked up different channels. But one thing is consistent - no NBC. This would be WMC out of Memphis, one of the oldest and most powerful stations in the east. When I moved from 38618 to 38668, a distance of 5 miles, I lost FOX Ch 13, also out of Memphis. I think these stations are not complying with the FCC mandate. I get Ch 30, which is not even a major network.

Ticket: # 3621281 - Spectrum billing and service cancellation practices**Date:** 10/25/2019 8:31:02 PM**City/State/Zip:** West Bend, Wisconsin 53095**Company Complaining About:** Spectrum

Description

I received a bill from Spectrum for service period of 10-12-19 to 11-11-19. Fees rose again and I decided to cancel TV services and retain internet (as I have no other internet options in my area). I called on 10-18-19 and asked to remove tv services - \$121 (without the fees and other extras they add on). I asked what the new charges would be and was told 69.99. I asked when will services be disconnected. I was told, "immediately". I was not given the option to choose a date nor did the rep inform me that they would not be prorating my bill.

I called today (10-25-19) to ask about a prorated bill only to be told they absolutely will not do that by two different reps. They also told me that I was notified on my April 2019 bill of this change. I looked at my April bill. There is no mention of this change. Even if there were, why would I have noticed or cared about it until I needed to cancel services?

I contacted them again later via FB and was told the same thing. I showed them my April bill and they still refuse to prorate. They have stolen my money for services they are not providing.

I would like a refund for \$92.69 for services I did not receive.

Ticket: # 3621298 - Billing Issue

Date: 10/25/2019 8:51:02 PM

City/State/Zip: River Grove, Illinois 60171

Company Complaining About: AT&T

Description

I have cable and internet services with at&t and my services got suspended for 2 months of not paying totaling my bill at 260.00 dollars. While the services were suspended I was charged for an additonal 2 months and now I was told I cannot re establish my services until I pay 510.00 dollars. Can they charge me even when my services are suspended?

Ticket: # 3621300 - My card was processed without my permission

Date: 10/25/2019 8:58:25 PM

City/State/Zip: Bloomfield, Connecticut 06002

Company Complaining About: Comcast

Description

I did a chat with a representative at Comcast on 10/22. I requested a payment on that day until 10/25. At first the rep informed me that the extension could not be done but later agreed to restore my services after I agreed to make a higher payment on 10/25. On 10/25 I called and was told that a payment extension was given and my card was processed on the 23rd and it did not go through. I never authorized for my card to be processed on the 23rd. Not sure how my card info can be accessed as it is on file and processed without my authorization on a date that was never agreed upon. That is a breach of my sensitive private information.

Ticket: # 3621317 - DirecTV and Altitude TV

Date: 10/25/2019 9:24:17 PM

City/State/Zip: Denver, Colorado 80230

Company Complaining About: Directv

Description

I feel DirecTV is not negotiating in good faith to carry Altitude TV. They say they are trying to fix what they call the broken model of Regional Sports Networks, but they don't appear to share less resources with the Sinclair RSNs than Sinclair needs to operate them. And, tellingly, they continue to carry their own RSN (AT&T Sports Net) that competes in the Denver market with Altitude. This appears to be an anti-trust problem. I suggest the AT&T Sports Net books be opened up and show the public whether the offer to Altitude is in line with that, plus a reasonable profit.

Ticket: # 3621330 - License of KV9U-amateur radio operator

Date: 10/25/2019 9:45:00 PM

City/State/Zip: Viroqua, Wisconsin 54665

Description

(b) (6) of Viroqua WI -amateur radio call sign KV9U is shown in databases as having a license which expired in 2017. However, he is still operating his equipment which I feel is a violation. As an amateur radio operator myself, I feel that integrity is of great importance to the continuation of this hobby and emergency communication. Anyone who operates in violation of the rules should be reprimanded. I have emailed (b) (6) and he has given me some mumbo-jumbo story that he can still operate his equipment while his application for renewal is pending. I was told when I received my license that once my license expires, I WAS NOT TO OPERATE UNDER ANY CONDITION.

Ticket: # 3621368 - Ethics violations

Date: 10/25/2019 10:39:22 PM

City/State/Zip: Las Vegas, Nevada 89147

Description

A US based media network called OMN is spreading hate and xenophobia in Ethiopia as a result 57+ people got murdered gruesomely in the violence still going I just like to report the media network

[Ticket: # 3621382 - Tivo/Spectrum/Tuning Adpter Issues](#)

Date: 10/25/2019 11:06:35 PM

City/State/Zip: New York, New York 10019

Company Complaining About: Spectrum

Description

For the 6 months or so, my tuning adapter keeps losing connection with my Tivo. Sometimes a reset fixes it, but problem keeps coming back. I've had a technician come out from Spectrum but he didn't know anything about how a Tivo worked.

Ticket: # 3621398 - Loud Commercial

Date: 10/25/2019 11:54:17 PM

City/State/Zip: Ottawa, Kansas 66067

Company Complaining About: Crowley Furniture

Description

Commercial...Crowley Furniture in Kansas to loud

[Ticket: # 3621412 - Loud commercials on Hulu](#)

Date: 10/26/2019 2:12:22 AM

City/State/Zip: Los Angeles, California 90047

Description

Ads play ridiculously loudly on Hulu

Ticket: # 3621426 - Directv 4K

Date: 10/26/2019 5:47:46 AM

City/State/Zip: Sparta, New Jersey 07871-0000

Company Complaining About: Directv

Description

I purchased a 4K Directv set top box. But I am unable to receive a 4K signal. I have complained numerous times. I've been told that this is a known issue, and their engineers are working to fix the issue. But the problem has not been fixed for over a year. How can Directv advertise and see 4K service, if they can not deliver 4K service?

Ticket: # 3621453 - Re: [FCC Complaints] Re: Dispute charge

Date: 10/26/2019 9:06:14 AM

City/State/Zip: Morganville, New Jersey 07751

Company Complaining About: Optimum

Description

This is a follow-up to your previous request #3579563 "Dispute charge"

They have not addressed my concerns despite my having contacted them on four separate occasions. I did not order the pay per view event. I did not watch the pay per view event. I was not in the state at the time they say I watched it. No one was in my house. They offer no appeal process. All they have done is remove my pay per view privileges.

Ticket: # 3621471 - Jackson EMC

Date: 10/26/2019 9:29:15 AM

City/State/Zip: Jefferson, Georgia 30549

Description

I have a electrical interference problem that has been going on now for MONTHS! I have contacted Jackson EMC and they keep pushing me back "we will get to it", " let me see what I can do" "I get over there today" (then never show up) the same old excuses.. I have contacted Ivan ALOT! Nothing is being done so Im writing you to see if you can help with my issue, Thankyou (b) (6) Jefferson GA 30549 (b) (6) phone number at Jackson EMC is (b) (6)

Ticket: # 3621472 - Misleading customer service with Xfinity / comcast

Date: 10/26/2019 9:31:18 AM

City/State/Zip: Alpharetta, Georgia 30022

Company Complaining About: Comcast

Description

We called Comcast customer service on 10/19 to see if we could reduce our bill since we've been a customer for 8 years. We talked to Katya and she said she could reduce it by \$40 per month. Our 1 stipulation was to not lose any of the current channels we have. She stated she checked 3 times and all the channels were the same as before and the only change was the \$40 per month reduction. The evening of 10/18 we tried to go to some channels and they were gone. We called again to talk to someone and was told that the previous package we had was no longer available and that to get the same would be \$10 extra a month from what we were previously paying and our internet speed would go down as well. A supervisor we talked to said it was our problem since we signed the electronic documents agreeing to the new plan. We were not going to check channel by channel if we were told it would be the same.

Ticket: # 3621487 - SPECTRUM STEALING FROM CUSTOMERS

Date: 10/26/2019 10:03:36 AM

City/State/Zip: Los Angeles, California 90047

Company Complaining About: Spectrum

Description

I cancelled my service on October 21,2019. I turned in my equipment that same day. I'm being billed from October 9 to November 8,2019. Why am I continuing to pay for this service until November 9??? I'm under no contract Spectrum lie. I should be credited 18 days!!! I'm paying \$127.20. Spectrum needs to credit my account \$104.00.

Ticket: # 3621493 - National car rental

Date: 10/26/2019 10:18:13 AM

City/State/Zip: Wentzville, Missouri 63385

Company Complaining About: AT&T

Description

The national car rental commercial is too loud to the point that I have to mute the TV when it comes on. It is on directv now/ AT&T now. Broadcast time was on Saturday October 26th at around 9:13cst. This commercial has been broadcast several times and each time TV has to be muted. Please regulate the volume for this commercial

Ticket: # 3621509 - Re: AT&T Direct TV Billing issue

Date: 10/26/2019 10:38:20 AM

City/State/Zip: Sanibel, Florida 33957

Company Complaining About: AT&T

Description

This is a follow-up to your previous request #3465001 "AT&T Direct TV Billing issue" My husband called AT&T and asked to disconnect and take the NFL Sunday ticket off our bill. Our previous request was #3456001 and I can find NO response from AT&T on that ticket. However, AT&T has removed the NFL Sunday ticket from our subscription, BUT they have continued to charge us. We are owed credit for 4 installments of the 2019 NFL Sunday ticket. The bill issued October 12 includes this charge.

Ticket: # 3621514 - Now There Are Two!

Date: 10/26/2019 10:49:47 AM

City/State/Zip: East Orange, New Jersey 07018

Company Complaining About: Unknown

Description

There are now two stations encroaching on the licensee at 88.3FM, WBGO. At the time I checked (26 Oct 2019, 10:00 a.m.) there was a Creole-speaking announcer. This appears to be the same broadcaster that has almost nullified the licensee on Saturdays for at least the past six weeks.

Today, I also discovered another station encroaching from the left, at 87.9 FM. This speakers on this station also sound like their programming is meant for those in the Caribbean community.

I thought I understood a previous response to say that you do not resolve these individual comments. I wonder, what are citizens to do when a station we support financially, that provides a number of invaluable public, educational and cultural services, and that has invested the time, talent and treasure to operate legally is disabled from providing these services by a profiteer who chooses to not operate legally?

Ticket: # 3621529 - Golf Channel - Loud Commercials

Date: 10/26/2019 11:18:50 AM

City/State/Zip: Yardley, Pennsylvania 19067

Description

Golf Channel is broadcasting commercials at a volume that is 25-30% louder than programmed content. Violation dates include late night coverage of ZOZO Golf tournament on 10-25 and 10-26. FCC should not rely on complaints to monitor/enforce this problem. Major channels should file annual reports addressing this issue via data collected by independent organizations. Also, Golf Channel is not available in drop down below. Selected A&E in order to submit this form.

Ticket: # 3621592 - channel changes

Date: 10/26/2019 12:37:13 PM

City/State/Zip: Chicago, Illinois 60646

Company Complaining About: Comcast

Description

Xfinity had me sign up for a 2 year contract and one month later removed channels that I watch and required additional charges to watch. Customer service said they could not help.

Ticket: # 3621628 - HAM radio interference

Date: 10/26/2019 1:21:10 PM

City/State/Zip: Aurora, Colorado 80013

Description

I have a neighbor who has an ever growing HAM radio array. Photos one through four will show how it is continuing to get larger and more powerful. Xfinity cut my cable because I was picking up so much from him it caused network issues. It bothers me we are so close to a military base specializing in communications and this thing gets bigger and bigger and nobody cares. Xfinity maybe because he said that explained a lot of local problems they have had. He address is 18997 E Napa Dr Aurora Colorado.

He also added a couple of satellite dishes. Not an issue unless you are aware the Buckley ANG also does secret satellite tracking. I know I had a clearance there a long time ago.

Ticket: # 3621630 - Cable billing

Date: 10/26/2019 1:23:50 PM

City/State/Zip: Gibraltar, Michigan 48173-9441

Company Complaining About: Wow

Description

signed up for 2 yr agreement with wow cable, bill was quoted 126 a month for 1 yr then supposed to go up 10.00 for second year , never been right, now it is 160 goes up every month from 136 to 146 to 148 to 160 in last 4 months.

Ticket: # 3621636 - poor television service, continual intermittent channel losses . This has been a on going problem with Spectrum

Date: 10/26/2019 1:33:09 PM

City/State/Zip: Clifton Park, New York 12065

Company Complaining About: Spectrum

Description

(b) (6)

Ticket: # 3621639 - directv scam

Date: 10/26/2019 1:36:36 PM

City/State/Zip: Webster, New York 14580

Company Complaining About: AT&T

Description

I ordered directv for our summer camp. They charged me 2x there was no contract, but they did quote a rate for services for 6 months on, then 6 months off for 12 month Total service. they charged me twice for 1 installation, They raised rates, then dropped my favorite channel. I sold camp and disconnected service. They won't send an itemized bill, just email me late notices. Numerous phone calls produce no bills. I now have spectrum and they will pay any early disconnect fees from directv. I NEED AN ITEMIZED BILL!! I NEVER HAD CONTRACT SO REALLY DONT OWE ANYTHING> NOW I WANT TO SEE IN WRITING HOW I OWE OVER \$200.00!!! If this bill is legitimate, why isn't it a printed USPS mailed bill to the billing address they always had on file from day 1??

Ticket: # 3621654 - Billing dispute with Spectrum TV

Date: 10/26/2019 1:48:08 PM

City/State/Zip: Seffner, Florida 33584

Company Complaining About: Spectrum

Description

On September 16th I was quoted online by a Spectrum employee a price of \$166.95 for bundled services. I was told this included fees and taxes. I was surprised at the that it did and questioned it. The representative said yes. My monthly bill would be 166.95. This would be good for 2 years. I accepted this amount. Now I am being told that no it did not include taxes and nothing can be done. I don't think this is right. I purposely chatted online so I could get their commitment in writing but evidently that isn't good enough. I think I am due a price reduction. I have spoken to both customer service and supervisors to no avail. Is there something the FCC can do?

Ticket: # 3621663 - No longer getting reception

Date: 10/26/2019 2:09:53 PM

City/State/Zip: Connelly Springs, North Carolina 28612

Company Complaining About: Wtvi-pbs Charlotte, Nc

Description

Since the re-scan Sept. 6, I don't receive WTVI-PBS anymore. I have written them and get no response. So I am writing you to see what can be done. I have re-scanned and moved the antenna several times and still don't get reception anymore. Thanks for your help

Ticket: # 3621672 - Frontier fraudulent billing

Date: 10/26/2019 2:19:18 PM

City/State/Zip: Dunedin, Florida 34698

Company Complaining About: Frontier Communications

Description

I discontinued service with Frontier Comms. and coordinated with their retention dept. Paid final bill and returned equipment. They continued billing me. Called retention dept. was assured I owed nothing. I have receipt for returned equipment. I owe nothing. Thank you.

Ticket: # 3621684 - Service

Date: 10/26/2019 2:33:58 PM

City/State/Zip: Rocky Mount, North Carolina 27803

Company Complaining About: Sudden Link

Description

I'm submitting a complaint about Suddenlink Communications. Their was a dump truck with the city who pulled down cable lines. They contacted Suddenlink and made them aware, I was without service for 6 days and 8 days of internet. After someone finally fixed the line, I received a 20 dollar credit after they tried to bill me 60 for technician visit.

Ticket: # 3621686 - Trying to get refund of a credit balance from ATT/ Direct TV.

Date: 10/26/2019 2:34:51 PM

City/State/Zip: Broomfield, Colorado 80021

Company Complaining About: AT&T

Description

I have been trying to get a refund of \$79.63 from my direct TV account (b) (6), that has been closed. I have called Heather at 1-405 246 2670 per her instruction when the credit was posted. She has not returned my call after many calls. She is in the president's office. call customer service and All I get is lies from the reps. ATT. is by far the worst company I have ever done business with. Everytime I call I get a different story. The last time I called they had the wrong address for my home. My correct address is (b) (6) Broomfield CO 80021. They had my service address which I no longer live there. I am at wit's end. I even went to an ATT store with no success They told me it would take 2 months to get a refund which I find amazing. I beg you for some help. This is the last time I will ever do business with ATT. They cannot tell the truth if their life depended on it.

Ticket: # 3621698 - billing

Date: 10/26/2019 2:51:55 PM

City/State/Zip: Lake Havasu City, Arizona 86403

Company Complaining About: Sudden Link

Description

(b) (6)

Ticket: # 3621714 - Optimum - Unfair Billing Practices

Date: 10/26/2019 3:00:30 PM

City/State/Zip: Garden City, New York 11530

Company Complaining About: Optimum

Description

I switched from Optimum to Verizon on Saturday 10/5/10. I called to cancel Optimum and also returned all their equipment on 10/8/19. The service person who I spoke to bullied and harassed me and then with sarcasm made it clear that I would have to pay Optimum for a months services that I wouldn't be using 10/8/19 to 11/7/19. I tried to resolve this with numerous Optimum service personnel but no one could help me. I need assistance to address this unfair billing practice and help me not to be charged for services I did not use.

Thank you

Ticket: # 3621725 - CNN broadcasting lies

Date: 10/26/2019 3:05:52 PM

City/State/Zip: Hudson, Wisconsin 54016

Description

There has been proof of tapes showing cnn is providing an anti trump agenda and misleading American people.

Ticket: # 3621743 - Syfy Commercial Encouraging Little Kids Poisoning their Parents...

Date: 10/26/2019 3:22:30 PM

City/State/Zip: Bethany, Missouri 64424

Description

The commercial can be seen at "31 DAYS OF HALLOWEEN | 6 Word Scares: Breakfast in Bed, Now You're Dead | SYFY" at Youtube. I've never sent a complaint about anything to the FCC, but as an educator, I can't stand by and watch a network blatantly show a graphic depiction of 2 small children poison their parents. It'd be so easy for a kid to see this and mimic it, and at that age, some kids may not realize the lethal consequences. Society must take a stand against this- please fine the Syfy network or something, and donate the money to the Poison Control Hotline or a similar agency.

Ticket: # 3621779 - samsung smart oven

Date: 10/26/2019 4:16:46 PM

City/State/Zip: Las Vegas, Nevada 89178-9245

Description

at 6

at 6:30AM my oven controls stop working, at 6PM they work normal ever day. This started in June of this year, I have replaced the oven. I'm sure it's a signal at the same time each day.

Ticket: # 3621794 - Comcast TV service

Date: 10/26/2019 4:28:06 PM

City/State/Zip: Pleasanton, California 94566

Company Complaining About: Comcast

Description

Comcast suddenly and without warning dropped Turner Classic Movies from the Preferred package, and added it to an additional cost package. No reduction in price or additional channel is added. Seems like a very deceptive business practice.

Ticket: # 3621814 - Extremely loud commercials on hulu

Date: 10/26/2019 4:46:02 PM

City/State/Zip: Centralia, Washington 98531

Description

I've had a subscription to Hulu for 3 years and for the last couple of months the commercials have been extremely loud. After reviewing faq on Hulu this has been a problem for many others. Hulu is aware of the problem and has done nothing to fix it. Extremely

Ticket: # 3621830 - disputing late dish bill

Date: 10/26/2019 4:58:24 PM

City/State/Zip: Mesa, Arizona 85205

Company Complaining About: Dish Network

Description

After 3 years, Dish quit carrying the channel we watch the most. We switched to Direct TV and a couple months later, received notice that we owed 258 dollars for early termination. I asked specifically if I could see where I said, or hear a recording of me saying it was OK to start over a new contract. They haven't to date come up with anything. We called the corporate office and they told us that after 2 years, customers go month to month. We've returned all of their equipment, paid our last bill, plus \$104 to cover the few days billing after we switched...so we thought we were good.

Ticket: # 3621842 - Spectrum charter

Date: 10/26/2019 5:19:49 PM

City/State/Zip: Helotes, Texas 78023

Company Complaining About: Spectrum

Description

Refused to Verify access account, refused billing and services conversation very poor customer service far below basic expectation

Ticket: # 3621860 - Fraudulent billing

Date: 10/26/2019 5:41:52 PM

City/State/Zip: Largo, Florida 33771

Company Complaining About: Spectrum

Description

Refused to cancel service charging for an address we don't live at refusing to return money for account we requested to cancel. Not advising of what address Payment is processing too and refusing to call back In reasonable amount of time.

Ticket: # 3621875 - Radio/Communication Antenna Lights Out - MAJOR Safety Hazard!

Date: 10/26/2019 5:50:48 PM

City/State/Zip: Sinton, Texas 78387

Description

There is a rather tall antenna East of Sinton Tx that has NOT had any night-time lights for MONTHS. I would have thought it would have been reported and fixed by now, but I guess not.

I have attached a picture of the tower registration number.

Ticket: # 3621891 - AT&T Failure to provide access to NBC

Date: 10/26/2019 6:03:26 PM

City/State/Zip: Gainesville, Florida 32608

Company Complaining About: AT&T

Description

I have AT&T Uverse TV and Internet service. Nearly half a year ago, AT&T abruptly stopped providing access to NBC programming. One of my goals when I selected my TV provider was to have access to the main networks including NBC. AT&T has failed to reach an agreement to restore access to NBC. AT&T has offered no compensation or alternate mean of access to its customers to address this significant lose of service. Initially, it appeared that it was going to be a temporary situation that would promptly be remedied but it has now become a permanent state of affair.

Ticket: # 3621893 - paying for channels advertised in guide that we are not getting,

Date: 10/26/2019 6:08:46 PM

City/State/Zip: Edgefield, South Carolina 29824

Company Complaining About: Northland Communications

Description

over 6 months ago I noticed I was no longer getting a local network on the normal channel, it was listed as being that network on that channel number- WRDW-ANT (Antenna TV) instead they had transposed two other channels owned and operated by same company, and I was getting an infomercial and an NBC affiliate on the advertised CBS affiliate channel (both owned by same company and do business as WRDW-WAGT TV, out of Augusta Georgia, I notified Northland who told me it was an issue on my end and would require a new DVR, (after trying a reset through Northland), the person shows up at my house unannounced, to 'fix' my issue, we swapped out DVR's, and I was getting the correct channels although my local network news for NBC was wrong and I was getting Greenville SC WYFF as they are the local network market for Greenwood SC- the home office for Northland in my area, I live 25 miles from Augusta Ga albiet I am in South Carolina, so my local network providers are always out of Augusta Ga not , Greenville, or Columbia SC, when the change was made to correct the NBC issue I again lost access to Antenna TV (and while it SHOULD be available OTA due to strength of signal and distance it is not available as a 'free' "OTA" network, and Northland ADVERTISES Antenna TV as a network provided in your package, so when I lost access again I contacted Northland and told them the problem had not been resolved and I was not happy I was paying for a service in which I am not able to get full access , if they advertise the channel in a lineup then I expect them to provide said network, period, so then they "update" and poof I lose my local NBC affiliate. totally, gettin WYFF instead of WAGT, I was told they were 'working on it" and I tried filing a complaint with you then but their internet hiccuped in the middle of the report and evidently it did not go through,-another issue but for another day. so over a week later my local NBC affiliate is finally restored, I had contacted WAGT and it was a waste of time as well the only reply I recieved was "we checked and should be your local NBC affiliate" wow, talk about above and beyond to make sure customers get their product, how many local advertisers missed out because of this error one in which Northland nor WAGT seemed to care that we had proper access to, again a network in which we PAY to have as part of our cable lineup, I was also told that WRDW no longer carried Antenna TV and that is why I was not getting it and instead was getting Jewelry TV infomercials 24/7. however when I contacted the useless social network person- who is nameless as I was never provided a name- it is still a network broadcast by their company, it is LISTED on their website as one of their OTA networks, so Northland just lied to try to make the issue go away and not remedy the situation of again paying for a channel, one advertised as part of their lineup- from basic to premium so that is not the issue either, and they are too lazy to fix whatever the issue is so we can get the broadcast, When I asked about other channels being wrong or added I was told "oh we upgraded and made some channel lineup changes" I told them it was not listed on the website and again I was told that they 'hadn't had time" to update but it should be done in the next week, to my knowlege it has not be upgraded as they still show networks that I thought were part of my package that I am not getting through my cable, through my brand new TV so that is not the issue either, now I have tried to watch a CFB game on SEC network, according to the guide I should get it based on my plan,- I have two different ones a basic and premium both are SUPPOSED to include SEC network but don't, to be honest I am not certain of what channels I am paying for now that I am not able to get because Northland can't seem to keep up with what they have nor do they care to fix any issues, and

then flat out lie about them like telling me WRDW no longer broadcast ANT TV when they most certainly do as I watch it at my sisters house next town over and she doesn't have cable TV, it is also listed on the WRDW web page as a network that they broadcast, so I guess Northland chose to lie than to fix the issue because it might cost them money to do so, so screw the customer and just leave it as is not that many are complaining (because they don't realize it is an option)

Ticket: # 3621897 - Direct Tv

Date: 10/26/2019 6:28:48 PM

City/State/Zip: Bristow, Oklahoma 74010

Company Complaining About: AT&T

Description

Moved and changed service. Direct TV stated bill would be the same for 24 months after I paid the 99 installation. Bill went up 14 dollars 1st month and 60 a month after 3 months, almost a 60% increase. I either want them to honor what their rep stated or be out of contract.

Ticket: # 3621920 - DISH network taking payments and not delivering local channels

Date: 10/26/2019 7:16:16 PM

City/State/Zip: Hudson, Florida 34667

Company Complaining About: Dish Network

Description

DISH network has decided to remove local channels to the Tampa area in an attempt to force the local stations to pay more. At the same time they're still collecting local channel payments from subscribers. I'd like you to fine DISH no less than 10% of their revenue for each month they've done this to customers.

Ticket: # 3621938 - ATT Complant

Date: 10/26/2019 7:53:39 PM

City/State/Zip: Coral Springs, Florida 33071

Company Complaining About: AT&T

Description

Att rep told me 1 thing and they did not honor the pricing. What a bunch of scumbags!

Ticket: # 3621940 - High ad volume

Date: 10/26/2019 7:54:44 PM

City/State/Zip: Forest Hills, New York 11375

Description

Good day,

While streaming a show on Hulu (Castle Rock), everytime the ads come on they are so loud I have to lower the volume to half or mute it entirely as it is excessively louder than the programs highest levels. I understand it is based on average volume of the program being watched. I am fairly certain this volume level exceeds that threshold easily. I don't have any real way to prove this myself but I'm hoping the FCC can investigate this and Hulu should fall under the multi channel providers the CALM act applies to.

Ticket: # 3621962 - espn plus sold me a paid subscription and no longer provides streaming live sports

Date: 10/26/2019 8:37:16 PM

City/State/Zip: Baltimore, Maryland 21210

Company Complaining About: Verizon

Description

Hello' thanks for your help. I have an issue with espn plus.com. espn plus sold me a paid subscription and no longer provides streaming live sports. in other words I paid them and now their site says i must register and pay again despite being on the same device. I can get no help.

Ticket: # 3621973 - RFI Issue

Date: 10/26/2019 8:57:12 PM

City/State/Zip: Santa Fe, New Mexico 87505

Description

I feel that someone in my neighborhood is improperly operating a Radio Transmitter and is occasionally jamming my wireless keyboard and mouse. This could be causing my brand new wireless keyboard to act erratically. That is for many hours there are no problems and then for some period of time my keyboard is useless. Only happens on my wireless Logitech devices, not on my Microsoft wireless devices.

Ticket: # 3621980 - Direct TV billing

Date: 10/26/2019 9:24:08 PM

City/State/Zip: Deport, Texas 75435

Company Complaining About: AT&T

Description

Direct TV added NFL Sunday Ticket to my account without authorization and though they admit their wrong still bill me each month for it. Each time I call they say they will remove the charge but for three months nothing has changed. They refuse to mail a corrected statement and want us to deduct the disputed amount and pay the rest, then the next statement shows the deducted amount in arrears and demand immediate payment along with being charged again for another month of NFL. They also continued to charge my credit card after being instructed to refrain.

Ticket: # 3621983 - Very low khz frequencies

Date: 10/26/2019 9:40:47 PM

City/State/Zip: Indio, California 92201

Company Complaining About: Mr.

Description

(b) (6)

Indio California 92201

Dangers of low frequency contamination

<https://youtu.be/ZXCZ3OyklrE>

We are being MUREDRED!

Readings 10/26/19 FROM OUR HOME!

content://0@media/external/file/14567

<https://youtu.be/-yrXdp7-EMc>

<https://youtu.be/OGvXTQBhdxE>

I am telling you we are being murdered! Now you are aware!

We need a frequency reading done and get this stopped!

<https://www.wklaw.com/knowning-about-a-crime-and-not-saying-anything/>

Ticket: # 3621994 - 3 Big Cable Companies taking channels down

Date: 10/26/2019 10:13:32 PM

City/State/Zip: Aurora, Colorado 80012

Company Complaining About: Dish Network

Description

The 3 big cable companies have taken Altitude down. However, the cable companies are still charging for the customers for a station we can not watch. This has been going on since Aug 29th. The customers should be refunded the money for the Altitude Station. Plus I blame FCC for allowing a cable company buying cable station. This appears to be conflict of interest.

Ticket: # 3622006 - Loud Commercials

Date: 10/26/2019 10:27:40 PM

City/State/Zip: Austin, Texas 78729

Description

I hate that I constantly have to listen to commercials way louder than anything I'm watching on FOX in Austin, TX. Especially during football games and also this World Series the commercials are WAY louder than the games themselves. It's ridiculous and it's a real problem

Ticket: # 3622011 - TV Commercial too loud

Date: 10/26/2019 10:32:57 PM

City/State/Zip: Penfield, New York 14526

Description

(b) (6)

Ticket: # 3622030 - Concern about station identification on digital broadcast TV subchannel

Date: 10/26/2019 11:37:36 PM

City/State/Zip: Van Nuys, California 91406

Company Complaining About: Kdoc-tv

Description

I'm not sure if this qualifies as a "complaint" but I am a regular viewer of MeTV via KDOC/56.3 Anaheim CA. I have noted in the past that at the top of the hour the MeTV network identification included "KDOC 56.3 Anaheim" in small print at the bottom, but for about four weeks now that has been missing.

The last time I remember seeing it was the last weekend in September (around the 27th or 28th). I think maybe it is a problem with the equipment that runs local commercials as those seem to be having trouble airing correctly. I tried communicating this to KDOC but they ignore me.

I had to select options below that don't really match this because apparently the FCC doesn't get communication from viewers about something like this on a regular basis. (Maybe you need more "Other" options in the pull-down menus.)

Ticket: # 3622031 - Loud TV Commercial

Date: 10/26/2019 11:47:23 PM

City/State/Zip: Meridian, Idaho 83646

Description

Excessively Loud Commercial

Ticket: # 3622035 - Disturbing Life alert commercial

Date: 10/27/2019 12:05:38 AM

City/State/Zip: Portage, Wisconsin 53901

Company Complaining About: Life Alert

Description

Life alerts commercials have become too graphic and disturbing for TV they depict a person lying on the floor after a fall crying in pain and agony and then passing away

Ticket: # 3622045 - Rock Addict Radio operating without a license

Date: 10/27/2019 12:49:39 AM

City/State/Zip: Tampa, Florida 33617

Description

I believe that Rock Addict Radio is operating without a license and I think they should be investigated.

Ticket: # 3622057 - Fraudulent tech

Date: 10/27/2019 2:17:27 AM

City/State/Zip: Lewisville, Texas 75067

Company Complaining About: Frontier Communications

Description

I tried to switch services to frontier a tech by the name of Lewis came disconnected my current services from direct Tv and didn't connect the frontier services he left he marked the job completed. Frontier want send anyone out till Tuesday I missed work Saturday and now will have to miss work Tuesday

Ticket: # 3622064 - AN/URC-117 Ground Wave Emergency Network

Date: 10/27/2019 2:49:11 AM

City/State/Zip: Brawley, California 92227

Description

The GWEN AN/URC-117 network is the only thing left I can find that im being stalked with. For 29 months this-23 khz signal has infiltrated every electronic device I own and has give people access to all my private information

I am being stalked

Ticket: # 3622067 - AN/URC 117 GWEN

Date: 10/27/2019 2:55:59 AM

City/State/Zip: Brawley, California 92227

Description

I have been stalked by this for 29 months

This is the only ultrasonic/terrestrial signal that reaches from San Diego to Phoenix and infiltrates electronics like a phone network

Ticket: # 3622082 - Early Termination Fee

Date: 10/27/2019 3:59:10 AM

City/State/Zip: Pembroke Pines, Florida 33025

Company Complaining About: AT&T

Description

Last year AT&T box started to malfunction which caused the TV picture to freeze. After their technical support was unable to resolve the problem they shipped to me a replacement which I had to hookup myself. I switched to a new provider around mid September of this year. At&T is charging early termination fee because of the replacement box.

Ticket: # 3622101 - Loud commercials

Date: 10/27/2019 7:12:01 AM

City/State/Zip: Plover, Wisconsin 54467

Description

Commercials become extremely loud, not all, just some.

Ticket: # 3622107 - phone, internet, cable

Date: 10/27/2019 7:52:59 AM

City/State/Zip: Westerville, Ohio 43081

Company Complaining About: AT&T

Description

on july 12, 2018 got att installed special 125.00 per month 4-2 month plus tax, att did not abide by contract at all, charges as follow, 1st payment july 278.00, aug 167.84, sept, oct 225.00, nov 134.93, dec, 163.00, jan 171.00, feb, 163.47, march 163.84, apr, 158.60, may 159.12, june 168.51, want all my money back, free life time service, plus all money totaling contract amount, x 5.

Ticket: # 3622114 - Loud Commercial

Date: 10/27/2019 8:13:31 AM

City/State/Zip: Ponca City, Oklahoma 74601

Company Complaining About: Cable One

Description

Loui's Bar and Grill commercial is so loud. I have to turn volume down when it comes on.

Ticket: # 3622131 - Deceptive Sales Practices**Date:** 10/27/2019 9:34:01 AM**City/State/Zip:** Independence, Kentucky 41051**Company Complaining About:** AT&T

Description

I am hoping this is the correct place to log an official complaint. I tried to file a complaint over the phone with AT&T/Direct TV, and was told I had to do it via the chat function online (which I thought was incredibly odd). So I engaged with a representative via chat, eventually getting to a supervisor who eventually gave me an email address - consumer.appeals@att.com. That email got returned as undeliverable. I did some searching online to find out I am not the only person this has happened to. Huge waste of a customer's time and clearly the company does not want feedback.

However, what I would like to complain about is deceptive sales practices regarding DirectTV contracts and early termination penalties. My husband and myself were not told about this when we signed up. Being told "we sent you an email with terms" is not helpful, by the way. It is insulting. I am not stupid, I do pay attention to details, however buried fine print is not okay. I feel tricked and intentionally deceived. When I cancelled my service, accepting the early termination fee, my service was not cancelled. We had to call back to tell them to cancel again. The 2nd time worked. We did find online, again, where this is common practice to not cancel service and continue to bill.

My only hope is that you track complaints, as my company does, and try to make things right. Better customer communications, sales training for your stores & call centers, etc. Jacking up my rates after a year and telling me you'll charge me a penalty if I don't accept it is not okay.

Ticket: # 3622140 - Re: [FCC Complaints] Re: Re: [FCC Complaints] Re: Re: [FCC Complaints] Re: RE: Rewards and Service Issues

Date: 10/27/2019 10:23:43 AM

City/State/Zip: Lynn Haven, Florida 32444

Company Complaining About: AT&T

Description

This is a follow-up to your previous request #3565708 "Re: [FCC Complaints] Re: Re..."

Thank you for your assistance.

Ticket: # 3622146 - DirectTV/ATT unscrupulous billing/slamming

Date: 10/27/2019 10:33:11 AM

City/State/Zip: Pisgah Forest, North Carolina 28768

Company Complaining About: AT&T

Description

I have had an account with DirectTV for 1 year. I called them on 10/23/2019 to downgrade my programming selection in order to decrease the amount of my monthly bill which had risen, through the expiration of sign-up promotions, to over \$140/month. It appeared as if they did this. Three days later, I receive notification of my new, adjusted bill which shows it is now \$140/month BECAUSE THEY, WITHOUT MY KNOWLEDGE, PERMISSION OR AUTHORIZATION, unilaterally changed my monthly equipment protection plan (which was at \$8.99/month) to their so-called "Premier" protection plan at \$20.99/month. I called to have it changed back, but after speaking with two representatives, I was not able to accomplish this because, in their words, my account was locked because of a pending order (presumably, the change in service level mentioned above. I then said that if they could not correct this now, I wished to cancel my service. I was then (erroneously) told that I could not do that either while there is a pending order on my account. In other words, they up-charged me and then refused to either correct their error or to allow me to cancel my service. I feel like I've been dealt with unscrupulously and dishonestly, and I feel that the FCC should be aware of these dishonest practices by a supposedly reputable company.

Ticket: # 3622147 - Direct TV

Date: 10/27/2019 10:33:15 AM

City/State/Zip: Hobe Sound, Florida 33455

Company Complaining About: Directv

Description

First, I have been a Direct TV customer since 2007. In our household there are two Direct TV accounts. One for the house and the other for our recreational vessel. This complaint is in regards to the account we had with our recreational vessel. The account was closed June 26, 2019.

On our vessel, we had a marine satellite system through KVH. Our TV subscription was provided through Direct TV. When one purchases a KVH marine satellite, you then buy the Direct TV receiver for your boat. The receiver on the boat was purchased in 2015 from Atlantic Marine Electronics (a KVH dealer) because the original receiver for the boat was no longer working. Basically, one does not rent a receiver from Direct TV. This is the standard practice on marine vessels. In the past, Direct TV had always been very knowledgeable about this system. My monthly bill reflected no equipment rental (I have copies of past statements). In June, we sold the boat. As part of the sale, the Direct TV receiver that was purchased went with the boat. When I called to cancel our service, the person I spoke with completely understood the parameters of using D-TV in a vessel. He assured me that it would be reflected on my account that the receiver is owned and therefore does not need to be sent back to D-TV. A few days later after my account closed, I received an email that no money is due. Account paid in full.

On July 8, 2019 I received an email from D-TV about returning the receiver. I called immediately. The person I spoke with on the phone said not to worry. This was a standard email, but my account reflects that the receiver does not have to be returned. There was no amount owed on the email.

On August 15, I received an email from Direct TV Ecuador (?) that my account was past due and I owed \$47.93 that I need to pay immediately. I called D-TV that day. I was told that they know nothing about this email and my account is closed in good standing. Not to worry. There was even a concern it might be spam generated.

August 21, I received the same email from D-TV Ecuador. Again, I called. Again, I was told this is some kind of email error and just ignore. I was also told there have been some email issues.

August 24, I received the same email from D-TV Ecuador. This time the person on the phone took additional time to find out what might be the problem. After about 20 minutes, he told me this was an error, to ignore it and he has made sure my account reflects that I do not owe \$47.93.

At NO time did any of these bills tell me why I was being charged \$47.93. NO explanation. Just the amount. Also, it creeped me out that the D-TV emails were sent from D-TV Ecuador. It sounds like a scam.

October 24, 2019. I receive a call from a collection agency linked to D-TV. This call started out with the person want me to verify my name and address before he identified himself. After persisting that he identify who he is and what it was about, I confirmed my information. I was threatened with a

lawsuit and this debt being reflect on my credit report. I don't him I deny this debt and will call D-TV. The name of the company is Credence Direct TV.

Immediately following that call, I called D-TV. The person on the other end could not see why I was being collected on for \$47.93 from D-TV. But to his credit, he took the time to research the situation. After being on the phone for over an hour he finally told me I was being charge for not returning the receiver. I explained how it all worked and that I owned the receiver. Additionally, I told him to look at my past statements which will reflect that I never rented any equipment with this account. He was very nice and understood. He then put me on hold to speak to the department that handles equipment/tech. After a bit of time, he came back on the phone to tell me I was being charged for using a D-TV receiver on a non D-TV satellite. What? A user fee.

I asked to speak to a supervisor and some lady came on the phone. She was no help. All I got while voicing my complaint was the typical canned response. Make no mistake I was livid. She gave me a number to call after I asked for one to try to take my complaint up the food chain.

After I tried to take a deep breath, I called the number she gave me. Explained it to he man on the other end. I was told I have an old account and the reason why no one could see why I was being charged \$47.93 is because of technical issues. What?

In the end, I called Credence Direct TV and paid the \$47.93 plus \$5 with my credit card (I was charged the \$5 for using a credit card to pay the bill). I have worked too hard building a solid credit profile to have it ruined by this situation. The only solution at this time was to pay the amount. After I paid it, I was told I would get an email confirmation within 24 hours that the account was paid. At this time, I still have not received that email. It has been 4 days. However, my credit card has been charged.

Here is what I would like done to solve this issue:

1. I want to know where in the D-TV agreement or other information does it say that when someone uses a D-TV receiver to support their recreational marine satellite system, that they will be charged a user fee of \$47.93.

2. When I called about returning the equipment, why wasn't I told then that there would be a user fee of \$47.93.

FYI.....Had I been told from the beginning what the fee was for, with that first phone call after I received the amount, I would have paid it. I would not have been happy, but I would have paid it.

3. I want my money back and the credit card fee. Total: \$52.93

It was not possible to describe in 3-5 sentences. Apologies.

I can provide documentation is needed.

Ticket: # 3622159 - Deceptive billing practices

Date: 10/27/2019 10:54:36 AM

City/State/Zip: Newport, Michigan 48166

Description

I was to file a complaint against Sirius XM Radio Inc, P.O. Box 33174, Detroit Mi, 48232 on deceptive business practices.

In August 2019, I received a notification from Friendly Ford Inc, 2800 N. Telegraph Rd, Monroe Mi 48162, that I was being rewarded with a complimentary 2 month free subscription to Sirius XM Radio. I called the number on the letter 1-855-722-4107 to activate the "Free All Access Trail", which I did on August 20, 2019.

The original letter stated that " You service will automatically stop at the end of your trial unless you subscribe"...the service did not stop.

On Friday September 25, 2019, I received a bill in the US Mail, Invoice# X5-1377779604, for the sum of \$27.48 with a Due Date of September 20, 2019.

Friday September 20, 2019, I called the number the invoice, 1-866-964-6668, provided to halt the service and spoke with a "Monique" When I questioned why I received a bill, I was told the "This is our policy". When I asked why the billing due date was September 20, 2019, I did not receive it until September 25th, I was informed that the "Due Date are the same as the Billing Dates". I disputed the billing invoice again reemphasizing that this was a FREE Trail offer through the Ford Dealer, and asked, " Are not the billing due date supposed to be 7 to 10 days later from the date the bill was posted", again I was told "The Due date on a bill is the same date as the bill is sent out, posted", my call was then placed on hold.

When Monique came back on the line, she informed me that the original charge of \$27.48 would be removed but I would have to pay a \$6.00 late cancellation fee, which again I disputed and kept asking "WHY" and threatened to notify the authorities, at which point my call was again placed on hold. Monique came back on the line and informed me that the addition \$6.00 fee would be cancelled also.

QUESTION: Is this not a deceptive business practice to be given a free service then be charged for the same? Is this not a deceptive business practice to have the Due date on an invoice the same as its posting date? Are business's not supposed to give 5 or 7 to 10 days notice before a bill becomes due? How many other people have they scammed with practices like this? Will you please investigate this practice?

Would you please reply your findings in writing via US mail on this complaint

Sincerely

(b) (6)

Newport Michigan 48166

Ticket: # 3622173 - Century Link Prism TV

Date: 10/27/2019 11:23:09 AM

City/State/Zip: Omaha, Nebraska 68138

Company Complaining About: Centurylink

Description

On Saturday, October 26, 2019 at approximately 9:00pm our cable tv signal was cut off by Century Link without any notice. I had 20 friends and family at my house watching a football game when this occurred. Century Link customer service said my account was deactivated and could only be reactivated by the billing department, Monday through Friday from 8:00am to 6:00pm? My cable, phone and internet are all paid on one bill on a direct withdraw from my bank. I verified with the customer service representative that my account was paid to date. He could not explain why my account was deactivated.

How can a service provider be so incompetent to not staff their customer service department with someone that can correct their mistake on evenings and/or weekends. They take money from my checking account without question. They deactivated my account on an evening/weekend. However, they don't have to be accountable unless its Monday through Friday, between the hours of 8:00am-6:00pm?

Ticket: # 3622175 - Deceptive Billing

Date: 10/27/2019 11:24:56 AM

City/State/Zip: Newport, Michigan 48166

Company Complaining About: Sirius Xm Radio Inc

Description

I wish to file a complaint against Sirius XM Radio Inc, P.O. Box 33174, Detroit Mi, 48232 on deceptive business practices.

In August 2019, I received a notification from Friendly Ford Inc, 2800 N. Telegraph Rd, Monroe Mi 48162, that I was being rewarded with a complimentary 2 month free subscription to Sirius XM Radio. I called the number on the letter 1-855-722-4107 to activate the "Free All Access Trail", which I did on August 20, 2019.

The original letter stated that " You service will automatically stop at the end of your trial unless you subscribe"...the service did not stop.

On Friday October 25, 2019, I received a bill in the US Mail, Invoice# X5-1377779604, for the sum of \$27.48 with a Bill Date of October 20, 2019.

Friday October 25, 2019, I called the number the invoice, 1-866-964-6668, provided to halt the service and spoke with a "Monique" When I questioned why I received a bill, I was told the "This is our policy". When I asked why the billing due date was October 20, 2019, I did not receive it until October 25th, I was informed that the "Due Date are the same as the Billing Dates". I disputed the billing invoice again reemphasizing that this was a FREE Trail offer through the Ford Dealer, and asked, " Are not the billing due date supposed to be 7 to 10 days later from the date the bill was posted", again I was told "The Due date on a bill is the same date as the bill is sent out, posted", my call was then placed on hold.

When Monique came back on the line, she informed me that the original charge of \$27.48 would be removed but I would have to pay a \$6.00 late cancellation fee, which again I disputed and kept asking "WHY" and threatened to notify the authorities, at which point my call was again placed on hold. Monique came back on the line and informed me that the addition \$6.00 fee would be cancelled also.

QUESTION: Is this not a deceptive business practice to be given a free service then be charged for the same? Is this not a deceptive business practice to have the Due date on an invoice the same as its posting date? Are business's not supposed to give 5 or 7 to 10 days notice before a bill becomes due? How many other people have they scammed with practices like this? Will you please investigate this practice?

Would you please reply your findings in writing via US mail on this complaint

Sincerely

(b) (6)

[REDACTED]

[REDACTED]

Newport Michigan 48166

Ticket: # 3622186 - Re: [FCC Complaints] Re: DirecTV billing

Date: 10/27/2019 11:46:10 AM

City/State/Zip: Inverness, Florida 34453

Company Complaining About: Directv

Description

This is a follow-up to your previous request #3519373 "DirecTV billing"

Well the AT&T issue is still not resolved just when I thought it was going good, I received a bill for \$230.34!! Called and talked to a lady who said the reason is because early termination fees?? Plus non return of equipment, which I've got an e mail and receipt of returned!! This is going on way too long. Thank you for any assistance in the future. (b) (6)

Sent from my iPhone

Ticket: # 3622190 - Direct TV (DTV) Package Sales Frauds

Date: 10/27/2019 11:47:03 AM

City/State/Zip: Cheboygan, Michigan 49721

Company Complaining About: AT&T

Description

Aug 2019 DTV failed to communicate to me (1) \$100 fee for receiver "reactivation", (2) that by 'reactivating' the receiver, it "auto" renewed my 2 yr contract. Oct 2019 while inquiring/wanting a "lone channel, 663" added to my viewing, I was told i was done, and, at no cost...Billing then reflected the unauthorized application of a "Sports Package @ 13.99 p / month", in addition, I am charged for HD which I do not want, and for, Equipment "Insurance" which, I did not ask for and subsequently cancelled.

Ticket: # 3622191 - Commercials TOO LOUD!

Date: 10/27/2019 11:47:09 AM

City/State/Zip: Centralia, Washington 98531

Description

please help enforce guidelines on Hulu. The commercials are significantly louder than the actual programming. It is occurring daily with EACH COMMERCIAL BREAK.

Ticket: # 3622199 - Directv / AT&T unscrupulous business practices

Date: 10/27/2019 11:56:48 AM

City/State/Zip: Lebanon, Ohio 45036-7880

Company Complaining About: AT&T

Description

Directv/AT&T has been a problem vendor for us for a number of years. They continuously raise prices with no warning. Usually, we have called each time the price goes up and we have threatened to close our account with them, and they miraculously come up with a way to lower the price again.

Last month, the price they were trying to charge me was 160% higher than the previous month, with no change in our services contracted with them.

Friday July 26, 2019 @ 10:16 a.m. -- Bill arrived via email for \$98.03

Wednesday Aug 28, 2019 @ 8:20 p.m. -- Bill arrived via email for \$156.33, which is 160% of previous month.

This is unconscionable to do this outlandish price finagling to their loyal on-time paying customers! We got this email on Aug 28, and we confirmed with them later that we called and canceled our service with them on Aug 30th, and their charge of \$156.33 appeared on our VISA statement on Aug 31.

They would not turn off our service until mid-September. We returned all our borrowed equipment and got an email confirmation showing that we owe them nothing.

We tried to work with them over the phone, to no avail. We worked with VISA, who agreed with us, and removed the charge of \$156.33.

Today, Oct 27, 2019, I received a new bill via email for \$156.33. I went into my account and it shows as a past due balance.

I went to their "chat" room and re-explained how very unethical it is to send a bill for 160% higher than the previous month and not honor the cancellation request. They would not turn off our service until Sept 23, saying they were in mid-billing cycle (despite the fact the bill JUST ARRIVED!). They cannot ethically raise prices like that and expect to collect those funds, send bills mid-cycle, and ignore immediate cancellation requests for the better part of a month!

Here is the transcript of the chat with them, attached.

Please sanction them with penalties for unethical business practices.

Ticket: # 3622205 - Inciting violence against minorities

Date: 10/27/2019 11:59:15 AM

City/State/Zip: Rainier, Washington 98576

Description

On 10/27/2019, my local Fox station, Q13 in Seattle, showed Donald Trump claiming Muslims are forcing Christians to convert to justify murder. There's no evidence to support that claim. Fox News cannot be allowed to use our airwaves to promote violence.

Ticket: # 3622212 - Billing increased when contract say it will not increase

Date: 10/27/2019 12:15:57 PM

City/State/Zip: Durango, Colorado 81301

Company Complaining About: AT&T

Description

I start with DirectTVnow and it was sold to AT&TtvNow. Att is increasing my bill when my original contract says it will never increase as long as I don't change my programming. I have never change my programming and now ATT is going to increase my bill.

Ticket: # 3622216 - Paying for TV service I don't have

Date: 10/27/2019 12:23:20 PM

City/State/Zip: North Caldwell, New Jersey 07006

Company Complaining About: Verizon

Description

After returning my box I was told to connect a coaxial cable to get basic tv. I can't since my tv has no input for coaxial I'm paying for a service I don't have. Almost impossible just to get internet without a bundle. Very unfair especially to seniors.

Ticket: # 3622235 - Discrimination

Date: 10/27/2019 12:57:55 PM

City/State/Zip: Caldwell, Idaho 83607

Company Complaining About: AT&T

Description

Direct TV and AT&T have openly admitted they discriminate against people in less populated states. We tried to cancel direct TV and they wouldn't allow us to without paying a extra month. They then said if we lived in California or New York they could prorate it. That's discrimination against less populated states.

Ticket: # 3622239 - Unable to get cable due to spectrum error

Date: 10/27/2019 1:07:05 PM

City/State/Zip: Greensboro, North Carolina 27403

Company Complaining About: Spectrum

Description

My apt complex has a bulk account with spectrum. My lease states that cable is included with Rent. Spectrum came out to my apartment and installed community WiFi that works fine. I asked my leasing office about my cable box and I was given my lease to go pick up cable boxes from the spectrum store. When I arrived in the store, it was a 3 hr wait. I waited and spoke to someone who pulled up my acct and said that it was in the system but couldn't add my cable box. The apt complex said if there is an address problem, spectrum will fix it due to showing them my lease. My apartment complex has done everything right and spectrum seems to keep opening tickets to fix the address but it never gets done leaving me without cable that I pay for. Spectrum gave me internet but can't understand why I don't have cable

Ticket: # 3622241 - SUDDENLINK CABLE

Date: 10/27/2019 1:09:23 PM

City/State/Zip: Lake Havasu City, Arizona 86404

Company Complaining About: Sudden Link

Description

Today is day 22 w/0 service in my apartment complex. Numerous calls for repairs with no issues resolved.

Ticket: # 3622242 - SUDDENLINK CABLE

Date: 10/27/2019 1:10:06 PM

City/State/Zip: Lake Havasu City, Arizona 86404

Company Complaining About: Sudden Link

Description

Today is day 22 w/0 service in my apartment complex. Numerous calls for repairs with no issues resolved.

Ticket: # 3622260 - Incorrect, misleading customers for signup

Date: 10/27/2019 1:41:31 PM

City/State/Zip: Canton, Texas 75103

Company Complaining About: Dish Network

Description

I signed up for Dish a few months ago. The salesman told me hughesnet was included and they were all one price (just pay dish). I was told I would get a discount if I gave the salesman my cc for auto pay.

Long story short, a few months later I realized I was paying two bills, one to dish and one to Hughesnet. When I contacted hughesnet on what was going on, they stated they have never had a contract with dish to be grouped in with them. The tech also told me they have had a LOT of customers calling in with the same complaint I had. Being told it was one rate for both services, when in truth, it was not.

I contacted Dish again and they stated I was in a contract and basically "so sorry, so sad". I requested my services be cancelled. I also told her what the hughesnet tech told me. I will not be lied to and continue to keep that service.

They can drop the early termination fee since they were untruthful on the conditions of their services.

[Ticket: # 3622261 - Corrupt audio and video TV signals from Comcast cable network, Attleboro, MA](#)

Date: 10/27/2019 1:41:39 PM

City/State/Zip: Attleboro, Massachusetts 02703

Company Complaining About: Comcast

Description

We have been experiencing corrupt audio and video signals for just two channels, out of a couple of hundred)Fox News and Fox Business (Cable channels 841 and 789). Any other channel works without a problem. The Fox channels are erratic with sever interference that makes them unwatchable.

Ticket: # 3622262 - \$60 fee inappropriately assessed

Date: 10/27/2019 1:42:12 PM

City/State/Zip: Victoria, Texas 77904

Company Complaining About: Sudden Link

Description

Suddenlink assessed a \$60 "missed" service fee on my current bill, even though I was home at the time of the scheduled call. The service tech called my work number instead of my cell and never showed up for the call.

Ticket: # 3622267 - Interference on all channels on 11 Meters

Date: 10/27/2019 1:52:11 PM

City/State/Zip: Collegeville, Pennsylvania 19426

Description

On all 11 meter channels, 26.965 through 27.405, there is a two tone signal coming through. It started on October 26 2019 around noon time. It is now October 28 2019, 13:00 and it has yet to dissipate.

Ticket: # 3622270 - No signal for antenna

Date: 10/27/2019 1:54:35 PM

City/State/Zip: Flatwoods, Kentucky 41139

Company Complaining About: Assurance Wireless

Description

A few months ago Windstream a local Internet telephone into the company who climbed a pole across from my house. A few months ago Windstream a local Internet telephone into the company who climbed a pole across from my house my TV antenna has not worked ever cents I was picking up 13 to 20 channels I called spectrum they came out and climb the pole and said that there has been a blocker put on to keep us from getting free TV channels through the air They also said this was illegal and for me to contact you I tried to call but your office is close so I'm emailing you my phone number is (b) (6) and my address is (b) (6) Flatwoods, KY 41139

Ticket: # 3622317 - Unable to cancel seriusxm radio

Date: 10/27/2019 3:31:51 PM

City/State/Zip: San Diego, California 92124

Description

I have tried to cancel twice overnight the phone. First time call disconnected. Called again but what they want to push promo but won't take my cancellation no matter how many times I stressed on it.

Ticket: # 3622321 - Neighbors use of something to block Tv and radio reception

Date: 10/27/2019 3:38:14 PM

City/State/Zip: Los Angeles, California 90008

Company Complaining About: Spectrum

Description

(b) (6)

Ticket: # 3622328 - No closed caption

Date: 10/27/2019 3:54:33 PM

City/State/Zip: Silverdale, Washington 98383

Company Complaining About: Comcast

Description

While we were watching football game on TV via Fox network on Sunday (10am to 1pm), there were no closed caption for whole game.

[Ticket: # 3622331 - Comcast took away TCM from our lineup without notice, charging extra to see it.](#)

Date: 10/27/2019 4:03:34 PM

City/State/Zip: Boca Raton, Florida 33433

Company Complaining About: Comcast

Description

Comcast removed Turner Classic Movies from our package and apparently from lineups all over the place. Comcast rep says it is the only channel removed from this lineup. They dumped into a Sports package -- a completely different demographic!! TCM fans are devoted to TCM and we're being told we have to pay an extra \$10 to get that one channel now. This is extortion. The solution is to retain the TCM channel just as it was when our community negotiated contracts with Comcast.

Ticket: # 3622337 - Comcast Constantly Raising Pricing

Date: 10/27/2019 4:19:17 PM

City/State/Zip: Littleton, Colorado 80127

Company Complaining About: Comcast

Description

We were told one year ago our price of \$130/mo was permanent, and not a promotion. A few months ago we realized they raised our pricing by \$30. So we called. They dropped the bill to 140, and again, said this was not promotional. Now it's back to \$160, and when we get them on the phone the low level phone people can't fix the problem and they leave us on hold for exorbitant lengths of time, then say their supervisor will call us, which never happens. We have simply asked that we be given the \$130 a month we signed up for originally.

Ticket: # 3622339 - DISH TV

Date: 10/27/2019 4:21:23 PM

City/State/Zip: Rib Lake, Wisconsin 54470

Company Complaining About: Dish Network

Description

Without DISH services and not getting prompt services. Not being compensated for monthly bill when we were unable to received the football games related to dispute between FOX and Dish.

Ticket: # 3622342 - Rescan

Date: 10/27/2019 4:22:43 PM

City/State/Zip: Alexandria, Indiana 46001

Company Complaining About: None

Description

Its frustrating to lose channels after every forced rescan. I choose not to pay for cable or satellite services. I would like access to the same channels with possible additions after the forced rescan

Ticket: # 3622343 - BAIT & SWITCH CURRENT CONTRACT

Date: 10/27/2019 4:23:01 PM

City/State/Zip: Atlantic City, New Jersey 08401

Company Complaining About: Comcast

Description

COMCAST HAS TAKEN AWAY MY CHANNEL TCM FROM.MY CURRENT CONTRACT & WANTS TO CHARGE ME \$10 EXTRA A MONTH. THERE WAS NO NOTICE ON TH SEPT-OCT 22nd Bill to notify or explain about it. They refuse to talk to.me or rectify, or give me back my channel!!

Ticket: # 3622357 - SiriusXM makes it impossible to cancel your subscription

Date: 10/27/2019 5:00:50 PM

City/State/Zip: Mesilla Park, New Mexico 88047

Description

I am trying to cancel my subscription, but they do not have an option to do so. They make you call a phone number, which they do not answer and put you on hold indefinitely. They were sued and as part of that settlement were required to make it easier for consumers to cancel their subscriptions, but they have refused to honor that order even five years later.

Ticket: # 3622390 - ATT / Direct TV

Date: 10/27/2019 5:59:19 PM

City/State/Zip: New Carlisle, Ohio 45344

Company Complaining About: Directv

Description

2 different dates.....went through 7 people with ATT/DIRECT TV then 2 weeks later sent another 3 hours on phonespoke with over 14 people.....got different stories from them all.....then the next person would say that was "not in the notes" spoke with a supervisor who said they would go through the calls which were recorded and they would get back with me in 3 days.....that was 2 weeks ago. Change price and "rules" from each person.....no common guidelines. Every poor business practices, bait and switch tactics, unethical business practices.

Ticket: # 3622394 - wrongly charged for unused comcast services

Date: 10/27/2019 6:04:10 PM

City/State/Zip: Sebastian, Florida 32976

Company Complaining About: Comcast

Description

comcast sales rep sent equipment that I said not to. would never pick up package. started getting bills for services I did not request and now bill collector too. I never requested nor used any service equipment. many, many, many calls with no resolution and need charges removed and NOT reported to credit offices.

Ticket: # 3622406 - Cable

Date: 10/27/2019 6:38:31 PM

City/State/Zip: Riverview, Florida 33579

Company Complaining About: Spectrum

Description

In September my bill was \$170.09, October bill is \$180.78 . I am \$20.00 away from my cable bill being \$200.00 a month. I have basic cable.

Ticket: # 3622419 - Overcharged

Date: 10/27/2019 6:54:22 PM

City/State/Zip: Hemingway, South Carolina 29554

Company Complaining About: Dish Network

Description

My services were disconnected temp disconnected and restart amount was 153.00. Dish services is now overcharging me after permanently disconnecting my services along with a ETF of 190.00. I was offered a combine of Frontier and Dish and paid Frontier for my Dish services.

Ticket: # 3622446 - KQEG 102.7 overmodulation

Date: 10/27/2019 7:36:05 PM

City/State/Zip: Spring Grove, Minnesota 55974

Company Complaining About: La Crosse Media Group

Description

KQEG 102.7 is overmodulating. Their audio is distorted and is interfering with the stereo pilot and rds. If I tune to 102.5 or 102.9 I can hear the signal bleeding over.

Ticket: # 3622449 - TV DISH

Date: 10/27/2019 7:42:27 PM

City/State/Zip: Cotton, Minnesota 55724

Company Complaining About: Assurance Wireless

Description

I received a advertisement from Dish stating I could receive free NBA PASS League free preview of your favorite teams Oct 23 - Oct29 I called Dish they said they could not show the Timberwolves on Oct 27 This is false advertising Also I had a subscription For Fox Sports North and they keep telling me they are negotiating this has been going on for 5 months they never told there customers and never gave them any credit Let the customer decide what channels they are willing to pay for

Ticket: # 3622469 - Channels No Service

Date: 10/27/2019 8:12:15 PM

City/State/Zip: Fresno, California 93722

Company Complaining About: AT&T

Description

This is too many times that I lose channels and service, yet I am charged a full bill and there is nothing done to satisfy me as a consumer.

Channels were off for weeks, now in the middle of Football Night is on, yet the station is off of the air. This is too much! I'm frustrated in America

Ticket: # 3622486 - AT&T UNLIMITED PLUS HBO

Date: 10/27/2019 8:38:49 PM

City/State/Zip: Sacramento, California 95829

Company Complaining About: AT&T

Description

When I signed up for AT&T Unlimited plus it included HBO. Now I am unable to access HBO. The free HBO was not supposed to be a limited time. Whe. I called AT&T I was told that the promotion expired. I would like to receive what was agreed apon.

Ticket: # 3622492 - AT&T / Direct TV cancelation problems

Date: 10/27/2019 8:40:11 PM

City/State/Zip: Four Oaks, North Carolina 27524

Company Complaining About: AT&T

Description

Hello... I have been a customer of Direct TV for more than 20 years. Tonight I tried to cancel my service with them. I spent more than an hour and a half, 4 phone calls and 5 different customer service representatives to cancel my service. I was then told my account would NOT be canceled until the end of my billing cycle which is 28 days from now. So I'm paying for an entire month of service I'm not getting. The supervisor was extremely rude and disconnected the call when I asked for a cancelation confirmation number. AT&T practices are in my opinion criminal since I'm being billed for a product that I'm not receiving.

Thanks for your time and attention

Ticket: # 3622499 - Dish Network not providing promised channels

Date: 10/27/2019 8:48:06 PM

City/State/Zip: Alhambra, Illinois 62001

Company Complaining About: Dish Network

Description

When I signed up for service from Dish Network it was with the understanding that Fox Sports Midwest would be one of the provided channels. It has been two months now and FSMW has not been provided, yet Dish Network is still charging me the same amount.

Ticket: # 3622500 - billing

Date: 10/27/2019 8:52:36 PM

City/State/Zip: Lahaina, Hawaii 96761

Company Complaining About: AT&T

Description

We discovered we were being charged separately for a service that we did not want. When we tried to cancel At&T said we couldn't because it was part of our package. We tried to resolve it but had to cancel our service thinking that would stop it but we are still being charged monthly inspite of getting a confirmation # from the online help that it was canceled .This has been going on for a year. Stop the charge!

Ticket: # 3622504 - Suppositions of reporters on Network News shows

Date: 10/27/2019 8:56:29 PM

City/State/Zip: Biglerville, Pennsylvania 17307

Company Complaining About: Comcast

Description

In doing research on what the FCC requires of News Broadcasters I discovered the following: "The FCC states that "rigging or slanting the news is a most heinous act against ... All concerns or comments about a specific news broadcast or commentary ... to the local station and network involved, so that the people responsible for making ..."

This brings me to the point. If you watch any National News program you will hear the words "May"; "Might"; or my least favorite, "Could Happen".

Yet the aforementioned rules state that this is not allowed. With National Networks in the position of influencing a particular political or economic outcomes, it is important that they ALL follow the aforementioned rule. Their abuse of the privilege of broadcasting at all is a "most heinous act "

Respectfully,

(b) (6)

Ticket: # 3622506 - Signal changes

Date: 10/27/2019 9:00:03 PM

City/State/Zip: Urbana, Ohio 43078

Company Complaining About: Assurance Wireless

Description

As far as I can tell all you want is everyone to be connected to the cable companies. I'll put up with annoying commerciala rather than pay for cable at 100 a month min. So thanks for being in cahoots with the cable companies. Now I am going to have to pay for cable and the commercials. You really don't keep America free to choose.

Sincerely,

(b) (6)

Urbana, Ohio 43078

Ticket: # 3622510 - WE tv

Date: 10/27/2019 9:17:48 PM

City/State/Zip: Bel Air, Maryland 21015

Company Complaining About: Armstrong

Description

I just watched a commercial about men having a period. What the heck is going on? What is the point of putting this crap on National T.V. . To solve the problem would be to take this crap off of the t.v. Simple and straightforward. When it comes to people entertaining men having periods that's where I draw the friggin line. I see this shit again on your network and I'm no longer a supporter. And I will share this video EVERYWHERE I can because this is a disgrace. Who the heck did you hire to run and make decisions for your network?

Ticket: # 3622518 - Comcast illegally double charging many customers for the TCM channel

Date: 10/27/2019 9:40:16 PM

City/State/Zip: Pleasanton, California 94566

Company Complaining About: Comcast

Description

Like many Comcast subscribers I purchased and pay for a tv package that included the TCM channel. Now Comcast has begun charging us an additional \$10 per month in order for us to get the same TCM channel we agreed to pay for in our original contracts. If we don't agree to pay this TCM channel ransom we no longer has access to this channel. Frankly, this is fraud.

[Ticket: # 3622519 - Multiple unsuccessful attempts by provided to resolve tuning adapter issues](#)

Date: 10/27/2019 9:40:59 PM

City/State/Zip: Smyrna, Georgia 30080

Company Complaining About: Charter

Description

Within the past 4 months I have had multiple issues with premium subscription channels becoming unavailable on my Charter Cable service. I have had a TiVo DVR for 2 years with no issues until the recent tuning adapter issue.

Ticket: # 3622525 - Antenna Reception since October 18th rescan

Date: 10/27/2019 9:46:18 PM

City/State/Zip: Bellefontaine, Ohio 43311

Company Complaining About: Over The Air Broadcast

Description

Before antenna rescan date reception included 19 channels. After attempting over 10 rescans since October 18th, I now receive only 3 reliable channels. Strengthening channel signals is strongly recommended or go back to pre October 18th standards.

[Ticket: # 3622561 - Crunchy Bunches of Oats](#)

Date: 10/27/2019 10:41:30 PM

City/State/Zip: Billings, Montana 59102-6152

Description

The Crunchy Bunches of Oats commercial is considerably louder than the program it plays during.

Ticket: # 3622576 - Nudity in World Series Live Broadcast

Date: 10/27/2019 11:42:52 PM

City/State/Zip: Katy, Texas 77450

Description

A woman in a yellow Tshirt was in the seating behind home plate tonight. She lifted her shirt to expose her bare breasts with no bra on, flashing the camera and the entire viewing audience. Twice. In the bottom of the 7th inning. This is unacceptable. My family was watching together. This needs to stop and be prevented in the future.

Ticket: # 3622591 - Incorrect Blackout of Lakers Game

Date: 10/28/2019 12:13:29 AM

City/State/Zip: Vista, California 92081

Company Complaining About: Spectrum

Description

Lakers game was blacked out on their TV provider on 10/27/19 in zip code 92081. This is not the first time this has happened with Spectrum as my provider.

Ticket: # 3622620 - Intrusion, attack

Date: 10/28/2019 1:17:53 AM

City/State/Zip: Marina, California 93933

Description

(b) (6) Marina ca, usa

Ticket: # 3622644 - radio station often off air

Date: 10/28/2019 1:36:32 AM

City/State/Zip: Boulder, Colorado 80305

Description

a translator in Eire Colrado at 104.7 for station KRKY in Douglass Wyoming is off the air more than it is on. I suggest that the frequency be given to a station that can broadcast more reliably. It is a misuse of the scare resource (a frequency) to allow this to continue.

Ticket: # 3622661 - Airwatch/ServiceWatch

Date: 10/28/2019 2:48:33 AM

City/State/Zip: El Sobrante, California 94803

Description

To whom it may concern:

I believe the following numbers have been added to ServiceWatch/AirWatch, and in no way shape or form have I requested that they be added to Airwatch. Please contact the company and make sure that they are removed (or blacklisted) from their service.

405.593.1225

405.923.9300

405.761.0975

925.391.0767

(b) (6)

I am unable to receive phone calls to my personal cell phone. Which means the company that the device that owns the MDM is blocking calls. At this time I am interview for jobs. I will need to file a lawsuit against the party involved for loss wages. (including bonus, global relocation and other benefits), In addition to slander and liable charges. I am unable to contact anyone at the company, will you please provide me with the company contact and their information.

Thank you,

(b) (6)

Thank You,

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Available for New Opportunities - Willing to Relocate to the East Coast or International Opportunities

Ticket: # 3622663 - Commercials

Date: 10/28/2019 3:15:32 AM

City/State/Zip: Wichita, Kansas 67235

Company Complaining About: My Complaint Is About Commercials

Description

Please stop allowing television commercials for VUSE ALTO & other vaping products. This product is no different than cigarettes & therefore should be similarly banned. I am speaking as a daughter who lost both my Mother and Father to COPD, caused by smoking. Please ban these commercials. Thank you.

Ticket: # 3622674 - Loud TV Commercials

Date: 10/28/2019 5:54:19 AM

City/State/Zip: Aston, Pennsylvania 19014

Description

Multiple loud TV commercials.

Ticket: # 3622675 - Loud TV Commercials

Date: 10/28/2019 6:00:57 AM

City/State/Zip: Aston, Pennsylvania 19014

Description

Multiple Loud TV commercials.

Ticket: # 3622677 - COMCAST WILL NOT REMOVE ERRONEOUS CHARGE

Date: 10/28/2019 6:27:45 AM

City/State/Zip: Downingtown, Pennsylvania 19335

Company Complaining About: Comcast

Description

Hi, I returned my cable modem to Comcast over 6 months ago to their retail store location in Exton PA over 6 months ago, and I have called over 10 times since as Comcast refuses to remove the \$13.00 monthly modem rental fee from my monthly bill. For some reason, they are unable to remove a recurring charge to my bill despite acknowledging that it is erroneous, and I continue to be billed \$13 monthly. PLEASE help me, as Comcast is either unwilling or unable to do so. My Comcast account # is (b) (6)

Ticket: # 3622679 - Comcast Erroneous Billing**Date:** 10/28/2019 6:37:45 AM**City/State/Zip:** Chicago, Illinois 60643**Company Complaining About:** Comcast

Description

My client has two residential accounts with Comcast, one at her residence in Indiana and one at her residence in Chicago. In December 2010, my client had her Chicago account reduced from seven boxes down to two boxes. Unknown to her, Comcast continued to bill her for these additional boxes for a period of at least eight (8) years. After speaking with multiple representatives from Comcast, she was informed that she could only receive a credit, for their mistake, for up to four months of service, which amount to roughly \$238.00. Letters have been sent to the corporation with no response (see attached). Yet Comcast was unjustly enriched, to the detriment of my client, for an amount of at least \$14,901.72. My clients demand a refund in the amount of \$14,901.72.

Ticket: # 3622682 - Local channels not available after rescan

Date: 10/28/2019 6:55:14 AM

City/State/Zip: Dayton, Ohio 45419

Company Complaining About: Fcc/wdtn, Whio, Wkef, Fox

Description

We were notified through television websites that we should rescan channels into our television after they changed their signals per FCC mandate. Now after hundreds of rescans we are unable to get reception of local channels 22, 45, and spotty reception of channels 7 and 2. I do not want cable television and use an antenna for my television. Before the "recommended" rescan our reception was perfect!

Ticket: # 3622696 - loud commercials

Date: 10/28/2019 7:52:30 AM

City/State/Zip: Nashville, Tennessee 37203-1859

Description

commercials too loud

[Ticket: # 3622724 - Radio Messages](#)

Date: 10/28/2019 8:36:39 AM

City/State/Zip: Arlington, Washington 98223

Description

Postal Mail Ticket#29197 Ready For Data Entry

Ticket: # 3622727 - Directv Billing

Date: 10/28/2019 8:37:06 AM

City/State/Zip: Melbourne, Florida 32901

Company Complaining About: Directv

Description

Postal Mail Ticket#29199 Ready For Data Entry

[Ticket: # 3622728 - WHSV Complaint](#)

Date: 10/28/2019 8:37:22 AM

City/State/Zip: Harrisonburg, Virginia 22802

Description

Postal Mail Ticket#29200 Ready For Data Entry

Ticket: # 3622729 - Turner Classic Movies

Date: 10/28/2019 8:37:34 AM

City/State/Zip: Blue Bell, Pennsylvania 19422

Company Complaining About: Comcast

Description

Postal Mail Ticket#29201 Ready For Data Entry

Ticket: # 3622733 - Spectrum Billing

Date: 10/28/2019 8:38:44 AM

City/State/Zip: Dallas, Texas 75217

Company Complaining About: Spectrum

Description

Postal Mail Ticket#29205 Ready For Data Entry

Ticket: # 3622735 - Comcast Contract Violation

Date: 10/28/2019 8:39:24 AM

City/State/Zip: Sugarland, Texas 77498

Company Complaining About: Comcast

Description

Postal Mail Ticket#29207 Ready For Data Entry

Ticket: # 3622736 - Illegal Blackouts?

Date: 10/28/2019 8:41:05 AM

City/State/Zip: Media, Illinois 61460

Company Complaining About: Dish Network

Description

Regional sports channel is blacked out on pay subscription of NHL Center Ice. Dish no longer carries NBCSC (Blackhawks) or FSMW (Blues) but blocks broadcast on pay service. I live in 61460 and should have access to these broadcasts when I have paid for them. Is this legal to charge but not provide service?

Ticket: # 3622749 - Interderence listening to WSSR FM 96.7 FM

Date: 10/28/2019 8:59:33 AM

City/State/Zip: Palatine, Illinois 60067

Description

I live in Palatine and cannot listen to WSSR FM 96.7 FM due to significant interference from W244EJ. I see it is only 88 watts so should I be hearing it in Palatine and Schaumburg?
Thanks.

Ticket: # 3622795 - Not Receiving All Local Channels

Date: 10/28/2019 9:32:40 AM

City/State/Zip: Hamlin, New York 14464

Company Complaining About: Public Antennae

Description

I am receiving all local channels in my area of Rochester, New York except for Channel 13 which is the ABC Parent Broadcast Network. These particular televisions in my home are accessing channels through an antennae and not a television provider. I am inquiring to see if I can be sent a separate antennae so that I may access this channel through my television.

Ticket: # 3622797 - Comcast service issues

Date: 10/28/2019 9:33:29 AM

City/State/Zip: Vero Beach, Florida 32967

Company Complaining About: Comcast

Description

Consumer stated her service has been out since 10/25/2019

Consumer stated she is not receiving any of her local channels

Consumer stated she contacted carrier, there was no response

Consumer stated she pays \$140.00 a month

Consumer would like her service restored and a credit for the time the service was out

Ticket: # 3622836 - Radio Interference

Date: 10/28/2019 10:03:38 AM

City/State/Zip: Sabattus, Maine 04280

Description

He lives in Maine.

He listens to FM 106.3 The Bone WBNI

There is an oldies station that is bleeding over on his FM Station.

He can not understand the call signs because there is so much static and it is covering up the FM station.

He called the station, they are aware of the problem and they are working with the FCC to try to find the problem.

The station is collecting names of listeners that are having a problem with this too.

Resolution

He just wanted to call and report this and file a complaint.

He would like this looked into and corrected.

CTR394-phone

Ticket: # 3622856 - Comcast

Date: 10/28/2019 10:15:48 AM

City/State/Zip: Fort Lauderdale, Florida 33301

Company Complaining About: Comcast

Description

I am a resident of NuRiver Landing. I have both a personal contract with Comcast and am a member of a bulk contract with Comcast. Comcast has failed to deliver a significant portion of the services they are contractually obligated to provide me and if I demand these services they try to double bill me. Other residents in my building that have refused to pay the double bill have had their services entirely shut off and are sent to Comcast collections. These circumstances exist because Comcast did not wire my unit properly as they were contractually obligated to do and because they used an FCC opinion on digital encryption to breach long standing bulk contracts. Please assist me getting Comcast to engage in good faith negotiations to remedy their breach and make me whole.

Ticket: # 3622872 - Cable package removal

Date: 10/28/2019 10:20:55 AM

City/State/Zip: Vero Beach, Florida 32966

Company Complaining About: Comcast

Description

In regards to removal of more than several cable channels that were included in my original package I signed up for in March 2019. Many channels were removed without any communication between Comcast and me, they were then given back after I made 3 phone calls and not so good answered surveys- and now an email received stating the channels will be removed again in Nov. A "leader" at Comcast named Anthony Grant contacted me a couple of weeks ago and left a phone number for me to call back. I have left him three voice messages up until today, and he has yet to return my phone calls. This is not a broadcast problem or cable technical issue- it is Comcast giving me channels removing them giving them back and removing them again. It is only right that I be given and keep the channels I was originally given when I signed up, and at the same price I signed up for. This was their error, so they should make good for it.

Ticket: # 3622893 - Incorrect Charges

Date: 10/28/2019 10:34:20 AM

City/State/Zip: Roanoke, Virginia 24017

Company Complaining About: AT&T

Description

I have DirecTV and I am being charged for a second receiver I do not have, nor have I ever had. Anytime I call to report it, I am practically called a liar. A few times I have been refunded for the extra charge but I keep getting charged for it the very next bill and I am not able to accomplish anything with DirecTV because of their 'we're right, you're wrong' mentality about everything, it is not fair I am being charged for something I don't have.

Ticket: # 3622915 - Service Issues

Date: 10/28/2019 10:43:34 AM

City/State/Zip: Chattaroy, West Virginia 25667

Company Complaining About: Sudden Link

Description

- The consumer is calling about Sudden Link as her carrier
- She has a bundled package
- She states she has had 3 techs out to fix her issues
- She states she has had issues with her cable service
- She states a tech removed her box and replaced it with a used box
- She reached out to the carrier and they were suppose to call her back
- No one called her back
- She called them again and they hung up on her
- The consumer wants her TV fixed
- The consumer also is requesting a discount due to this

CTR405-phone

Ticket: # 3622922 - bait and switch

Date: 10/28/2019 10:45:42 AM

City/State/Zip: Vero Beach, Florida 32967

Company Complaining About: Comcast

Description

last month I called about a problem with overage charges. I was told I was put into an unlimited plain that was twice what I was originally paying. I agreed. after a month found out I was not put into unlimited plan. I was lied to. Now they want another 50 dollars a month and if I cancel they want 250 for canceling.

Ticket: # 3623000 - Devious business practices

Date: 10/28/2019 11:09:38 AM

City/State/Zip: Redding, California 96002

Company Complaining About: Comcast

Description

Put me into a contract without proper notice. When moving to a location which Comcast did not provide service billed me for early termination. Sent me to collection without following proper CA law procedures. Collection company threatening to ruin my EXCELLENT credit.

Ticket: # 3623004 - Missing payment and services suspended

Date: 10/28/2019 11:10:51 AM

City/State/Zip: Clute, Texas 77531

Company Complaining About: AT&T

Description

I go to the Att store every month to pay my bundled bill. On 10-3-19 I went to the Att store in Lake Jackson and made a payment. I paid in cash putting \$231 into that machine. I returned to the store on 10-17-19 around 9:30 am because all of my services had been disconnected. I spoke with someone and they told me they would have to get the manager because they could only go back 7 days to look at the store transactions. The store manager Hunter stated I needed my receipt for them to research my payment. I feel like he didn't even attempt to help me. They have cameras how come they can't look at the cameras to see that I was in the store. I have a problem with me putting money into that machine and no one being able to find it unless I have a receipt. I'm disable and I'm on a fixed income my cellphone, tv, and internet services are off because of this. I want someone to look into this and find out where my payment went and get my stuff turned back on.

Ticket: # 3623044 - Re: [FCC Complaints] Re: Re: [FCC Complaints] Re: Dish TV pulled my credit with out my permission ! I did not give them my SS

Date: 10/28/2019 11:19:40 AM

City/State/Zip: Apache Junction, Arizona 85119

Company Complaining About: Dish Network

Description

This is a follow-up to your previous request #3620172 "Re: [FCC Complaints] Re: Di..."

YOU ARE PATHETIC ! YOU THROW ME TO THE WOLVES ! WHAT IS THE POINT OF YOU EXISTING ? WHAT DID YOU DO ? YOU TOLD DISH THAT I WAS UPSET THEY SCREWED ME AND USED MY SOCIAL TO PULL CREDIT WITHOUT MY PERMISSION ??? THEY ALREADY KNEW THAT BECAUSE I CALLED AND TOLD THEM !!

THEY LIED TO YOU AND ME AND THEY GOT AWAY WITH IT !!

WORTHLESS !!!

(b) (6)

From: FCC <consumercomplaints@fcc.gov>

Sent: Monday, October 28, 2019 7:35 AM

To: (b) (6)

Subject: [FCC Complaints] Re: Re: [FCC Complaints] Re: Dish TV pulled my credit with out my permission ! I did not give them my SS

Ticket: # 3623076 - can't get channels abc 22 wkef dayton fox 45 wrgt tv after rescan

Date: 10/28/2019 11:28:35 AM

City/State/Zip: Springfield, Ohio 45505

Company Complaining About: Abc 22 Wkef Fox45 Wrgt Dayton Oh

Description

I LIVE AT HUGH TAYLOR APARTMENTS IN SPRINGFIELD. THERE ARE ABOUT 200 PEOPLE LIVE HERE. THAT HAVE AN OVER THE AIR ANTENNA WE CAN'T GET CHANNEL ABC 22 WKEF DAYTON FOX 45 WRGT DAYTON AFTER WE RESCAN HOUR TV. I HAVE A 60 MILE ANTENNA. WHAT UP. THAN YOU

Ticket: # 3623100 - Billing

Date: 10/28/2019 11:38:08 AM

City/State/Zip: Beverly Hills, Florida 34465

Company Complaining About: Spectrum

Description

We have Spectrum TV with only 2 receivers. The next month Spectrum billed us for 4 receivers. After numerous phone calls with them they are still charging us with 3 receivers

Ticket: # 3623150 - Dispatch Fee

Date: 10/28/2019 11:51:51 AM

City/State/Zip: Maylene, Alabama 35114

Company Complaining About: AT&T

Description

In September of this year we lost our TV service. Upon calling AT&T we were told that there was no signal from the satellite. A service rep was sent out and we were informed that the satellite had been improperly installed and needed to be moved. This was installed on April 12th of 2019 by AT&T Rep. In our recent bill, there is a "Dispatch Fee" of \$99.00. Upon calling, I was told this was a repair charge for moving the satellite. I am at a lost as to why we have to pay for AT&T mistakes. I was also told that I needed to get the insurance on the equipment @ \$8.99 monthly. Why should the consumer be held responsible for AT&T mistakes?

Ticket: # 3623227 - Hulu loud commercials

Date: 10/28/2019 12:08:26 PM

City/State/Zip: Wooster, Ohio 44691

Description

Commercials on Hulu are twice as loud as the actual show. I have to mute my television when they come on because they startled me.

Ticket: # 3623229 - Radio Interference

Date: 10/28/2019 12:08:38 PM

City/State/Zip: Philadelphia, Pennsylvania 19146

Description

- The consumer said Saturday past, her neighbor woke her up with his cb scanner.
- The consumer said she has been having issues with him.
- The consumer said his name is (b) (6)
- The consumer said she is getting interference to her radio.
- The consumer said she has recorded him on her cell phone for proof.
- The consumer said he sounded high or drunk talking to other guys.
- The consumer said she called the police and she played a recording and heard him over her radio, and they went over to his place, but he did not answer.
- The consumer wants to know her rights and if he's licensed.
- The consumer said the police that is helping her is Hickerson but another officer recommended her to find blind spots in her home until they get to the bottom of her interference.

CTR-382

Ticket: # 3623262 - DISH TV SERVICE OR LACK THEROF

Date: 10/28/2019 12:18:30 PM

City/State/Zip: Denver, Colorado 80210

Company Complaining About: Dish Network

Description

How does DISH TV get away with charging customers when their service goes out routinely when it snows or rains heavily. They tell me to go 'clean' off my DISH when it snows or reposition it - hey it's on my roof, I'm 5'2" and I can't reach the damn thing - are they going to pay medical bills if I try and fall off a ladder?

Then when you go to cancel because of lack of service they CHARGE you an outrageous amount of money but NEVER credit you for their issues.

Ticket: # 3623273 - Comcast Bait and Switch**Date:** 10/28/2019 12:20:54 PM**City/State/Zip:** Mchenry, Illinois 60051**Company Complaining About:** Comcast

Description

I ordered internet/cable TV from Comcast on August 1st. I was advised the charges of \$125.16 would be billed monthly. Prior to locking in this package price, I verbally confirmed with the representative that this package selection included two of my favorite channels -- Destination America and The Travel Channel -- I was advised these channels were definitely in my line-up. On August 10th, our cable equipment was installed... which took 4 1/2 hours. Later that evening, we sat down to watch Ghost Adventures on the Travel Channel and the error message "This channel is not included in your subscription" appeared on the TV. I contacted Comcast (spoke with Romeo) and he advised that I would need to be moved up to the next tier in order to view these channels. He advised he would move me into the new package, but that he was also escalating the matter to their "Retention Team". I am now being billed approximately \$158 a month and feel that this is a "Bait and Switch" game... "Bait" the customer with a special package rate and then have to "Switch" to a higher priced package to get the channels you were promised at the lower rate. Comcast states their calls are recorded; yet they somehow can't listen to the original call and just continue to advise that "there's nothing we can do to lower your bill". Additionally, they originally set me up with "paperless billing" (which I did not approve) and the invoices were being sent to a Comcast email address that THEY set-up. I finally straightened out the paperless billing option and now I have a HUGE bill from Comcast, including late fees... I feel I am being over-charged and also that they should waive the late fees. Approximately 3 weeks ago, I spoke with a "Manager" who advised I would receive a monthly credit to bring my bill down to the rate I was promised... That DID NOT happen. Mysteriously they said there's not call or notes on the account to reflect this information. My account HAS NOT been paid, because I am still disputing the charges with Comcast. I have spent between 15-20 hours on the phone with them, and no resolution! My account is now set to be disconnected on 11/1 if I do not pay. I feel like I should take them to small claims court.

Ticket: # 3623328 - Lost channel (all fox 45 & 22)

Date: 10/28/2019 12:33:59 PM

City/State/Zip: Springfield, Ohio 45503

Company Complaining About: Ota

Description

After rescanning my TV, I have lost all fox (45) and ABC (22) channels. I tried new tuner and new antenna and still can't get none of these channels. I use to get them with, and they had a very strong signal. PBS channels that with had a weak signal, now have strong signal.

Ticket: # 3623356 - cannot receive air antennae broadcast of Fox network WRGT TV for Dayton, OH area

Date: 10/28/2019 12:43:49 PM

City/State/Zip: Brookville, Ohio 45309

Company Complaining About: Cunningham Communications Or Sinclair Broadcasting

Description

(b) (6) ., Brookville, OH cannot receive Fox tv wrgt tv, and cannot receive WKEF-tv (ABC) via air antennae in zip code area 45309 after multiple tv scans and trying different antennas in various orientations.

Ticket: # 3623370 - Billing Issues

Date: 10/28/2019 12:48:28 PM

City/State/Zip: Westernport, Maryland 21562

Company Complaining About: Comcast

Description

- The consumer is calling about Comcast as his carrier
- The consumer states he owes \$517
- He reached out to the carrier
- They state that he should have never received a credit
- The consumer wants the credit applied to his account for being over charged for so many months
- The consumer states he received a different letter from the carrier
- The consumer states he was to have a balance of a credit of \$34.82

CTR405-phone

Ticket: # 3623379 - Billing issues

Date: 10/28/2019 12:50:06 PM

City/State/Zip: Valley Stream, New York 11580

Company Complaining About: Directv

Description

I called during the summer (June/July 2019) to see if I can get my bill lowered due to a promotion offered by another company. Direct TV said that they can lower my bill and I would be paying \$86 per month for the next year (June/July 2020). In August 2019 I noticed that my bill had increased and the discounts previously offered to me were not honored. I was told that I had to call back every month to see if I could get my bill down to the \$86 that was promised to me. I called every month and each representative apologized to say that they could not offer me a cable bill of \$86 as promised. I called and spoke to a very rude representative (Michael) who told me that there is nothing that they can do and " hon that's not what is in the notes". I politely explained to him that I am not making this up and I have been calling back for several months to get my bill back to what was previously offered. If I am unable to get my bill back to what was previously offered to me, I will be leaving for another company because " they can't do anything because of the merger".

Ticket: # 3623486 - Spectrum Bundle Complaint

Date: 10/28/2019 1:16:05 PM

City/State/Zip: San Bernadino, California 92410

Company Complaining About: Spectrum

Description

consumer has been cheated by her cable provider

She has a triple bundle package

The bill has gone up

The bill is supposed to be \$174.95

Consumer never received the channels when she upgraded

She is being charged over \$1 per billing page that is sen to her

Consumers last bill went up to \$191.04

Consumer said that they are steadily going up with the bill

Consumer wants this resolved by getting a credit back from the time she started with spectrum thats what she wants for the credits for the fact that she has been dogged by the provider , she wants her bill to be priced at exactly what it should be and she wants this fixed ASAP**CTR403***

Ticket: # 3623489 - Frontier Billing

Date: 10/28/2019 1:18:21 PM

City/State/Zip: Washougal, Washington 98671

Company Complaining About: Frontier Communications

Description

- Consumer is having issue with Frontier Communication and their contract ended in September 2019.
- Consumer called Frontier to see if they were able to negotiate a new contract for new contract which. Then received the bill and showing the amount \$196.00 for the month of October 2019.
- On Friday Oct 25th, 2019 received an email stating that for the bill for November 15th, 2019 would be \$297.00.
- Consumer then had to call back Frontier and stated that they had to negotiated on another contract.
- To get the latest contract would take him down 50/50 on his speed but consumer stated no. Then consumer stated 100/100 speed for the amount \$149.44 order (b) (6)
- Consumer would like to see this issue resolved by receiving the service that the consumer signed up for.

CTR395-phone

Ticket: # 3623490 - AT&T/DirectTV Horrible Service Dishonest Business Practises

Date: 10/28/2019 1:18:47 PM

City/State/Zip: Wellington, Florida 33414

Company Complaining About: AT&T

Description

AT&T has engaged in horrible and deceptive business practices, failure to provide the level of service for which payment was being made, attempting to change the service agreement period for one (TV) of the two services (TV & Internet), harassing, unsolicited and annoying text messages. I have terminated service after a year and need to return their equipment. I owe AT&T NOTHING because of no service and credit that was promised that I never received.

August 2018:

- I commenced AT& T/DirectTV service under a ONE (1) Year contract for BOTH TV and internet service.

August 2018 to June 2019

- TV service was horrendous and unreliable with regular interruptions due to "signal loss" on clear days. My household endured this deficient service because much time was spent away from the house location where the service was provided.

July 2019

- Several service disruptions to TV/cable service prompted my calling AT& T/DirectTV customer service (Frank and David) in early July 2019. There was no service for one hour on Saturday July 06, 2019.
- On Sat July 6th customer service (Shelly and Nicole) promised a \$25 service credit and scheduled a technician to come out to my home on Monday July 08, 2019.
- On Sun July 07th, we were unable to view the USA team win the women's world cup soccer final because of "signal loss."
- On Mon July 8th, a tech came to my home and looked at my TV connection inside the house. Five (5) minutes after arriving, he left after stating that he hopes that I "will understand their limitations." There is nothing he could do regarding the regular loss of signal even ON CLEAR DAYS WITH BLUE SKIES at the service location because overcast conditions outside of my service location could adversely impact service.

September 2019

- STILL NOT RECEIVED the \$25 credit as promised back in July 2019.
- As the monster HURRICANE DORIAN threatened a direct hit at the service location, we were unable to rely on AT&T/DirectTV service for life-saving information throughout most of the hurricane watch period Sep 02nd thru Sept 05th.
- On September 26, 2019 at 4pm, I spoke to customer service (David) and requested termination of service. David instead tried to persuade me to stay on as a customer and offered me some ridiculous discount off the NEW CONTRACT monthly bill THAT WAS NOW INCREASED TO \$130.37/MONTH FROM \$67.86/MONTH.
- David could not account why I did not receive the \$25 credit promised back in July.

- Upon agreeing to terminate service on OCTOBER 14, 2019, DAVID STATED THAT I WAS UNDER A TWO-YEAR CONTRACT AND WOULD BE CHARGED AN EARLY TERMINATION FEE. HE FURTHER STATED THAT THE INTERNET PORTION OF THE AGREEMENT WAS ONE-YEAR WHILE THE TV SERVICE WAS UNDER A TWO-YEAR AGREEMENT.
- Now, if the TV service was under a TWO-YEAR agreement, why is the TV portion being increased after one year of service? I denied entering such an agreement and requested proof. He could not provide any, was unable to explain the increased monthly charge, and could not guarantee any service improvement.
- David stated that the material would be sent, including UPS shipping instruction, for return of equipment. Over four (4) weeks since.....I've not received anything.

October 2019

- Now, instead of terminating service as requested and sending the material as promised, AT&T/DirectTV HAS BOMBARDED ME WITH SCORES OF TEXT MESSAGES SELLING ADDITIONAL SERVICES. Attached to this complaint are several such messages. Most were deleted because I had blocked the numbers not expecting to received similar texts from so many different telephone numbers.

Ticket: # 3623493 - Pirate Interference

Date: 10/28/2019 1:19:11 PM

City/State/Zip: Newark, New Jersey 07102

Company Complaining About: Wbgo, Newark Public Radio

Description

We have a listener that is not able to get WBGO AT ALL due to pirate interference.

Ticket: # 3623495 - Re: [FCC Complaints] Re: Fw: Request received: Fw: [FCC Complaints] Re: Verizon

Date: 10/28/2019 1:19:53 PM

City/State/Zip: Cape May Court House, New Jersey 08210

Company Complaining About: Verizon

Description

This is a follow-up to your previous request #3619298 "Fw: Request received: Fw: [...]"

Please note that this process was not concluded as you contacted us with a response asking if there was additional information that we wanted to send. We sent you additional information to support our complaint, and we emailed you to get an update on this. So what do you mean it has been concluded, how are you concluding a complaint that is still being dealt with by the FCC?

(b) (6)

From: FCC <consumercomplaints@fcc.gov>

Sent: Monday, October 28, 2019 10:58:20 AM

To: (b) (6)

Subject: [FCC Complaints] Re: Fw: Request received: Fw: [FCC Complaints] Re: Verizon

Ticket: # 3623509 - Comcast and Turner Classic Movies (TCM)

Date: 10/28/2019 1:24:32 PM

City/State/Zip: San Francisco, California 94127

Company Complaining About: Comcast

Description

Comcast moved TCM to a Sports and Entertainment package for an additional \$10 a month. The package consists of almost exclusively sports channels, for which I have no interest. Moving TCM makes absolutely no sense and seems like a way to gouge loyal customers (I've been a customer since 1990). TCM needs to be moved back to a regular package, without additional charges.

Ticket: # 3623515 - outdated equipment

Date: 10/28/2019 1:25:59 PM

City/State/Zip: Staten Island, New York 10309

Company Complaining About: Verizon

Description

I have been a customer with Verizon Fios since they brought their services to Staten Island NY. I would like to share my most recent experience with Verizon Fios customer service on 10/28/2019 at 8:30 AM. I spoke with a representative to update my credit card info afterwards they informed me that my current contract is up soon and would I like to renew. I informed her I would like to renew but I want current equipment. I had problems over the years with my current equipment and I would like equipment that is more reliable and can record more than two shows. Over the years when I spoke to Tech support, about the problems I experienced with my equipment they said its old and they only have refurbished equipment. My current equipment periodically resets itself when I speak with tech support thru the years, they said that's it's a sign that the equipment is wearing out. When I signed up as an initial customer, they offered me a lifetime DVR which is a \$20.00 value each month for life and I believe that's why they won't update my equipment. The representative informed me if I want current equipment, I would have to give up my lifetime free DVR. She said she would work with me on the price to keep it as close as possible to my current package but said after the two years nothing is guaranteed. I am a Senior Citizen who is still working and I'm on a fixed income. I feel they are taking advantage of me because they don't want me have that free DVR. I just wanted to bring this to your attention on how Verizon Fios treats loyal customer who always pay there bills on time.

Ticket: # 3623534 - Direct TV early termination charge

Date: 10/28/2019 1:30:43 PM

City/State/Zip: Pullman, Washington 99163

Company Complaining About: AT&T

Description

We started a contract with Direct TV on May 26th, 2019. On Sept. 15, 2019, we called Direct TV to inquire about early termination charges. We were told that we'd be charged \$10/month for early termination and that the total would be \$160. With this information, we contacted Dish Network on Sept. 15, 2019 to start an account with them.

On Oct. 20, 2019, we called to cancel our Direct TV account, they said they will bill us online. On Oct. 25th, we discovered that they had charged us \$400 plus taxes for early termination. When I called, they said the agent told us the wrong information over the phone on Sept. 15th and there's nothing they can do.

I asked them to review their phone transcript because I can see on my phone that I called at 9:37 am on Sept. 15th, and they just need to go back and listen to the phone transcript to hear that I was given the wrong information. They said they don't have access to this even though all calls are recorded for quality assurance purposes.

Had I been provided the correct termination charge, I would've waited to switch to Dish Network. I am seeking a resolution to reduce early termination charge to \$10/month or \$160, which was the information that was provided to me when I called on Sept. 15th, 2019 at 9:35 am.

Ticket: # 3623581 - LED headlights interfering with AM/FM radio

Date: 10/28/2019 1:41:08 PM

City/State/Zip: Quakertown, Pennsylvania 18951

Description

I just bought new LED headlights for my truck and when I installed them I noticed interference with my AM/FM radio. The brand was ISINCER LED Headlights. I just wanted to file a complaint with them since this is not compliant with the FCC.

Ticket: # 3623595 - TV billing issue

Date: 10/28/2019 1:43:20 PM

City/State/Zip: Jamul, California 91935

Company Complaining About: AT&T

Description

- Consumer's provider keeps charging her 3x amount she was quoted
 - Consumer's bill started at \$130. Now is \$478.
 - Consumer has no TV service and she cannot afford to have her phone disconnected
-
- Resolution: Consumer wants bill straightened out and her discounts to be applied to take the costs down.

CTR411-phone

Ticket: # 3623609 - Overbilling on final television/internet Spectrum bill

Date: 10/28/2019 1:46:52 PM

City/State/Zip: Lopez Island, Washington 98261

Company Complaining About: Spectrum

Description

I cancelled my service and returned equipment on 8/30/19 and received a bill for the entire month of September. I should only get a bill for a partial month. I was told that Spectrum didn't bill for partial months. I believe that is wrong. I should get a bill for a partial month of service.

Ticket: # 3623697 - DirecTV

Date: 10/28/2019 2:11:01 PM

City/State/Zip: Carrollton, Georgia 30117

Company Complaining About: Directv

Description

AT&T/DirecTV have repeatedly made it unnecessarily difficult to return my equipment, allowing them to charge me an extra month of service. Once I was able to return the equipment, they continued to bill me for service that I had cancelled and added an early termination fee to a service for which I had completed my contract. I have been told lies in serial from online chats and over-the-phone representatives about how to return the equipment and how cancelling their service works.

Ticket: # 3623698 - My internet, and cable

Date: 10/28/2019 2:11:43 PM

City/State/Zip: Neosho, Missouri 64850

Company Complaining About: Sudden Link

Description

My internet, and cable is out and has been for almost 2 months straight. I can't get through to talk to anyone, they've promised me credit and don't put them on my account.

Ticket: # 3623730 - AT&T U-VERSE Service

Date: 10/28/2019 2:26:42 PM

City/State/Zip: Covington, Georgia 30014

Company Complaining About: AT&T

Description

I am new subscriber to U-Verse Service and signed up for a package that should cost \$130 monthly PLUS Taxes & Fees. I just received my 3rd bill from them for \$400+ . This is unacceptable and a bait & switch by a major provider of services to the public. I need help investigating this situation and why it is allowed to exist as I am not the first.. Please help...

Ticket: # 3623737 - Direct TV Billing and language for a Senior

Date: 10/28/2019 2:29:09 PM

City/State/Zip: Berthoud, Colorado 80513

Company Complaining About: Directv

Description

I did TRY to order select movies but found out that I had ordered incorrectly. I called same day to cancel and was told all was good and full refund would be given. My next bill was approximately \$18.00 higher than normal, I paid the bill but no refund was ever given by D.T.V. Tried calling D.T.V over and over last 3 months and they only have agents that refuse to connect me to USA. I have a service connected hearing issue so communication with slight or in many cases extreem accent is too difficult. I just want an explanation and a USA representative that I can hear without all that background "high sales" or "boiler room" noise in the background - and get my money back.

Ticket: # 3623752 - Pirate Interference

Date: 10/28/2019 2:35:09 PM

City/State/Zip: Newark, New Jersey 07102

Company Complaining About: Wbgo, Newark Public Radio

Description

From one of our listeners:

I have not been able to listen to WBGO, @ all for several months...what is happening? Why aren't any of you, reporting this. The internet is now in shambles.. they have control.. FCC DOES NOT WANT THE HISTORY TO BE HEARD & LISTENED TO.. I HAVE IT ON 24/7.. I am a contributor.. not much.. but I love each & every one of you. I cannot believe that I have to listen to Russian pirating.. they have @ least 5 channels.. what can b done?????? Why is this situation not being yelled out to the mountain tops...

Ticket: # 3623815 - DirecTV final billing not received

Date: 10/28/2019 2:59:21 PM

City/State/Zip: Roseburg, Oregon 95471

Company Complaining About: AT&T

Description

Discontinued my service with DirecTV after 20 Years of Loyal Service on approx 8/13/19. I was charged an early cancellation fee along with a partial month charge. I have tried repeatedly via phone calls to have them email or snail mail the bill showing my service address to me to no avail. Each one of these calls were at least 45 min-1 hour long with each time promising me this information, it was never sent. I just want the bill sent to me in order to pay.

Ticket: # 3623824 - Equiptment

Date: 10/28/2019 3:01:15 PM

City/State/Zip: Ocala, Florida 34472

Company Complaining About: Comcast

Description

He had Hi-Def Boxes in the Living room and bedroom.

They took the Hi-Def box out and gave him a regular box in March of 2018.

They never got a discount

He now how to have Hi-Def TV's and he wants the Hi-Def back.

They want to charge him an extra \$9.21 a month for the Hi-Def box.

He said they never stopped charging him for the Hi-Def when they put the regular box in.

(b) (6) This is the account number.

(b) (6) is the account holder and (b) (6) has the authority to speak on behalf of this account.

He pays \$104.40 for basic TV for 2 TVs.

Resolution:

He doesn't want to be charged any additional amounts of money for the Hi-Def box since they didn't stop charging for it in the first place.

CTR394-phone

Ticket: # 3623834 - Change of ACCOUNT "without" Consent

Date: 10/28/2019 3:04:55 PM

City/State/Zip: Auburn, Maine 04210

Company Complaining About: Spectrum

Description

My TV service,internet and PHONE services were changed without my PERMISSION To do .
It's in THEIR (Spectrum) RECORDED calls from customer service agents which explicitly shows I
refuse to change account (b) (6)

Ticket: # 3623838 - False Advertising & Overbilling

Date: 10/28/2019 3:06:13 PM

City/State/Zip: Chula Vista, California 91910

Company Complaining About: Cox

Description

Advertised monthly rate was \$99.99/month, but actual monthly rate charged is \$116.99, by way of monthly service tv charges labeled "surcharges." Monthly bill shows additional \$10.00 and \$7.00 charges labeled as "surcharges" that are just monthly cost of service for tv, and are not under the "taxes, fees, surcharges" portion of the bill.

Ticket: # 3623850 - Paying Spectrum for services not rendered

Date: 10/28/2019 3:08:44 PM

City/State/Zip: York, Maine 03909

Company Complaining About: Spectrum

Description

We returned our Spectrum Equipment on OCT. 16th and were Billed for Oct 13th Through Nov.12,2019. We were told the new June policy states:we were billed in full for the billing cycle we were in even though we only used equipment 3 days. We were not informed of the new procedure as we would have returned on the 13th.

Ticket: # 3623879 - Att direct tv bill

Date: 10/28/2019 3:15:43 PM

City/State/Zip: Indianapolis, Indiana 46203

Company Complaining About: AT&T

Description

Our bill is in my son name (b) (6). His bill fell behind the bill was 331 with disconnect of 168 due on oct 12th. He paid the 168 and change on oct 12th. On oct 15th an UNAUTHORIZED AUTO PAY OF 163 was taken out his bank from att! It bounced his account! Then on oct 22 they turned us off! They keep say we owe 168 plus reconnect fee 9f 35.00! But they took all yhe bill! Last year we had the same issue they took payment when not authorized then DIDNT TAKE PAYMENT WHRN AUTHORIZED TURNED US 9FF HAD BUNCH EXCUSE ME BS CALLS ETC. BOUNCED HIS BANK! AND CHARGED US RECONNECT FEE AND IT WAS THEY FAULT! WE STUCK IN CONTRACT I HATE TALKING TO REPS THEY RUDE ACTUALLY HUNG UP ON ME. This is unfair he clearly paid bill our service is off and they want MORE MONEY 168! Chase evem said both payments went att. If they robbing everyone who stop them? They charged extra for everything and treat customers poorly

Ticket: # 3623905 - Direct TV Billing

Date: 10/28/2019 3:23:32 PM

City/State/Zip: Se Conyers, Georgia 30013

Company Complaining About: Directv

Description

Consumer disconnected Direct TV on 9/4. They told her to wait for something in the mail with a code so she could return equipment. Provider never sent anything. Consumer took equipment to UPS around 9/10 and sent equipment back. Provider acknowledged receipt of equipment. Provider is billing her with a late fee and early termination. Consumer reached out to provider - they told her they would adjust the bill. Provider has not adjusted the bill as of yet.

Consumer wants provider to adjust the bill to reflect internet service only and remove early termination fee.

CTR 392-phone

Ticket: # 3623933 - Direct TV

Date: 10/28/2019 3:30:00 PM

City/State/Zip: Peck, Kansas 67120

Company Complaining About: Directv

Description

AT&T is charging her for NFL Ticket and they have been charging her since April 2019. AT&T told her that they would fix her bill but have never done that. March bill went from \$87.23 her bill in Oct. is \$166.6; and that is with the NFL being off her bill. Caller wants her back to where it is suppose to be at \$87.23. ***CTR386-phone***

Ticket: # 3623960 - Loud commercial

Date: 10/28/2019 3:37:48 PM

City/State/Zip: Pecos, New Mexico 87552

Description

Consumer is having an issue with a local radio station

The decibels go up by 3 or more for the commercial

The consumer says that the provider has done nothing

The KOAT TV channel 7 out of New Mexico out of Mexico

Ticket: # 3623981 - Wrong Pricing to get me switched from COX communication

Date: 10/28/2019 3:46:02 PM

City/State/Zip: Wichita, Kansas 67230

Company Complaining About: AT&T

Description

I was told if I switched over from COX communication to AT&T I can can save money and the Internet will be faster. Now after installation I am told Movie channels are not part of the package and it will cost me extra. Also to get internet coverage I need to buy extenders from AT&T which are \$50 per piece. I did not need it in COX communication. Mainly the ultimate package was explained as I will get all the channels except for international channels. AT&T should keep the promise. Also, I should not have to pay for the extension boxes to get same service I already had. Bottom line I need to get the channels promised and make the router work with no extra cost to me.

Ticket: # 3624036 - Incorrect billing

Date: 10/28/2019 4:00:31 PM

City/State/Zip: Mobile, Alabama 36695

Company Complaining About: AT&T

Description

5 months of lies and deception,they cannot get our bill correct and

Ticket: # 3624059 - Re: [FCC Complaints] Re: Comcast will not honor Lifetime Pricing Agreement

Date: 10/28/2019 4:05:50 PM

City/State/Zip: Salt Lake City, Utah 84108

Company Complaining About: Comcast

Description

This is a follow-up to your previous request #3468385 "Comcast will not honor Life..."

Good Afternoon,

Today I did receive a copy of the Comcast letter to the FCC dated October 15th.

It does not address the basis of my complaint, nor did the previous letter.

It is very simple - "Why did Comcast send a team of Comcast employees out to meet with hundreds, if not thousands, of Comcast customers in Salt Lake City, Utah in the summer of 2016 to offer a group of services at a "LIFETIME PRICE" (in my case \$120) and then DENY they did it."

The letter dated October 15, 2019 says that same thing as the Comcast letter to the FCC dated September 13, 2019. The FCC rejected the September 13th response and requested a response addressing the issue, which they didn't get.

Now What? Will FCC escalate this issue or do I need to file a request to escalate the issue?

I appreciate all your help to this point. It is unfortunate that Comcast continues to deny their actions in 2016.

Sincerely,

(b) (6)

From: FCC <consumercomplaints@fcc.gov>

Sent: Wednesday, October 16, 2019 12:29 PM

To: [REDACTED]

Subject: [FCC Complaints] Re: Comcast will not honor Lifetime Pricing Agreement

Ticket: # 3624071 - TV Programming Comcast

Date: 10/28/2019 4:08:52 PM

City/State/Zip: Waynesboro, Virginia 22980

Company Complaining About: Comcast

Description

wife and myself are being serviced by Comcast. It is the only service in the area with the exception of Dish service. We signed a 2 year contract. During the contract period they have reduced the channels we receive, both Turner Classic and ID. Turner Classic has been removed and is in another package which they charge \$9.98 per month and ID they did not agree to the price the channel offered. The contract is binding for both parties. I have asked for the service to be restored, or my monthly bill to be reduced to reflect the reduction in service. I believe that this is reasonable providing them either option. I have been told that I would have to pay \$9.98 more per month to receive the Turner Classic channel and the ID is not available. I am asking for them to honor their contract and provide the services which they agreed to provide. NOTE, I am confident that this is impacting all of their customers on a national basis that is under contract.

Ticket: # 3624073 - No over the air reception

Date: 10/28/2019 4:09:11 PM

City/State/Zip: Tonto Basin, Arizona 85553

Company Complaining About: Other

Description

Tonto basin az. has lost TV reception due to shut down of Globe az tower. Which is only 40 miles away. Now the tower needed for reception is Phoenix 100 miles away. We live in a basin with high mts. so receiving any transmission is 0. According to your auctions have created this problem. I read the reports. \$BILLIONS. A directive must be issued to restore power. Many here are on a fixed income & cant afford \$70 month for tv.

Ticket: # 3624118 - CHARGES FOR USAGE AND SERVICES NOT HAVING

Date: 10/28/2019 4:22:37 PM

City/State/Zip: Hollywood, Florida 33081

Company Complaining About: AT&T

Description

I RECEIVED MY BILL, AND I CALLED TO DISCUSS DISCREPANCIES, I DO NOT HAVE UVERSE, I HAVE DIRECT TV, ATT IS CHARGING ME FOR SERVICES AND FEES THAT I DO NOT HAVE AND WILL NOT COOPERATE WITH ME ON THE PHONE

Ticket: # 3624154 - Spectrum cable deceptive fees

Date: 10/28/2019 4:30:04 PM

City/State/Zip: Cincinnati, Ohio 45238

Company Complaining About: Spectrum

Description

Cancelled Spectrum Service 10/19/19 & returned equipment. Was still charged full month while only using 10 days into billing cycle. Requested a prorating was told we don't do that. Nothing says that on bill etc. It's shady & I would like my final bill to reflect only using 10 days of service.

Thank you

Ticket: # 3624201 - Over charging for services

Date: 10/28/2019 4:41:59 PM

City/State/Zip: Cave City, Kentucky 42127

Company Complaining About: South Central Rural Telephone Company

Description

Consumer has service with South Central Rural Telephone Company.

He has a bundle for phone, internet and cable.

The cable does not provide HD tv.

On making inquiry consumer was told there would be an extra \$15 fee for the HD.

Consumer feels there should not be an extra charge to get HD service. Consumer feels he should receive the HD as part of his package.

.***CTR412-phone***

Ticket: # 3624203 - Billing/Disconnect service

Date: 10/28/2019 4:42:15 PM

City/State/Zip: Meriden, Connecticut 06451

Company Complaining About: Directv

Description

Am trying to disconnect service, since 10/13/2019. They will not disconnect until end of billing cycle (11/10/2019). Will not prorate to day of disconnect date. I will be charged for 10/14/19 to 11/10/2019, even though I requested disconnect originally on 10/14/2019

Ticket: # 3624207 - Billing abuse by SuddenLink in Montgomery County, TX

Date: 10/28/2019 4:44:04 PM

City/State/Zip: Conroe, Texas 77304

Company Complaining About: Sudden Link

Description

On my first bill from SuddenLink they charged me \$60 for a missed appointment (I was in the apartment all afternoon for a 2pm-5pm window and was not called as per my request), and \$21.60 for the Movie CHannel and Family Channel which I did not ask for, was never asked about, and don't want. I did not pay the \$81.60 portion of my bill. On my second bill they are charging me \$10 for a late fee and are still charging me \$10 for the above channels already mentioned. I have called on 5 separate occasions, have been promised a follow up, and nobody has ever called or emailed me. I am now being threatened with disconnection. I want the unauthorized charges of \$101.60 credited to me, and I will pay my subsequent bills in full and on time, as my long history with Comcast has shown (I recently moved to an apartment and have no choice as to cable or internet other than SuddenLink)

Ticket: # 3624211 - Suddenlink Service Issues**Date:** 10/28/2019 4:44:36 PM**City/State/Zip:** Charleston, West Virginia 25314**Company Complaining About:** Sudden Link

Description

Since December of 2018 we have had service issues every time it rains. We receive a V-52 signal error on numerous channels and our internet slows down. I have called Suddenlink over 70 times since December to resolve the issue. We have had 20 or more Techs come out and try to fix the problem. From replacing lines inside the home and lines from the home to the main line. Back in January one of the Techs figured out it was the Main line causing our trouble. He said they needed to replace some component on the Main Line. This requires a different department to do the work. It is Suddenlink's maintenance department and requires a bucket truck. So since then we still are having the same problems and still waiting on a bucket truck to come out from their maintenance department. We have still been paying full price for our services and have never received any compensation for our cable issues.

Ticket: # 3624238 - Terrible Customer Service**Date:** 10/28/2019 4:53:59 PM**City/State/Zip:** Mobile, Alabama 36618**Company Complaining About:** AT&T

Description

I have been a loyal customer of AT&T U Verse for over 5 Years. However, they recently increased my bill without warning. When I contacted the company to inquire about the bill increase I receive the absolute worst service. I was told my bill had increased due to promotions that my account was no longer eligible for. The agent spoke to me rudely when I asked for discounts for customers that have been with the company for a long time, she stated that I had enough discounts on my account. I asked to speak with a supervisor and I was then told that all supervisors were in a meeting and there were none available to speak with me. I asked for her to have one call me at a later time and after hours of waiting, I never received a return call. I then contacted the company again and received another agent with terrible service, she asked me why I needed a supervisor because she was able to explain the increase to me herself. I replied that I still wanted to speak with a supervisor, I was denied again with the agent stating " A supervisor is going to tell you the same thing I have already told you!" The agent then became loud and I asked her to tone down her voice and calm down. I pay a lot of money for service with AT&T U Verse and because both agents were so rude and unprofessional, i have cancelled my service with them.

[Ticket: # 3624245 - signal loss](#)

Date: 10/28/2019 4:56:01 PM

City/State/Zip: Centerville, Tennessee 37033

Company Complaining About: Fcc

Description

Recently i dropped my satellite service of 15 yrs. to use only my antenna to receive a television signal. After the recent change in signal i went from 29 channels to 13. Is this problem going to be corrected, or will i have to endure more high priced satellite services in the future?

Ticket: # 3624284 - Contract Renewal

Date: 10/28/2019 5:09:11 PM

City/State/Zip: Hayward, California 94541

Company Complaining About: Comcast

Description

Consumer is a customer with Xfinity Comcast

Consumer said she has a contract for \$130

Consumer said they keep increasing her rates

Consumer said they post her entire bill against her when her contract is coming up to renew

Consumer said her bill went up to \$150 and then to \$160 all this in 2 years

Consumer said the bundle package didn't change it was the service and fee's that went up

Consumer went to look at her new bill for this month its \$266.45

Consumer called Xfinity and they said its because her contract is ending

Consumer was offered the same rate for less channels.

Consumer said Xfinity has no respect for their customers to let her know that her contract is coming due for renewal.

Consumer just wants notice of when her contract is coming up for renewal.

CTR402

Ticket: # 3624348 - cable service/TV

Date: 10/28/2019 5:41:22 PM

City/State/Zip: Porum, Oklahoma 74455

Company Complaining About: Cross Telephone Company

Description

(b) (6)

Ticket: # 3624392 - Early Termination Fee

Date: 10/28/2019 5:52:38 PM

City/State/Zip: Celebration, Florida 34747

Company Complaining About: Comcast

Description

Before I moved I called comcast and gave them the date I was moving. They gave me the amount I owed and I paid it. My move was postponed for a week so I called and changed the date I needed to disconnect. A month later I got a bill for \$197.05. They said it is for early termination fee. Not true!

Ticket: # 3624404 - TV Commercial for "Medicare Benefits Hotline"

Date: 10/28/2019 5:55:29 PM

City/State/Zip: Northbrook, Illinois 60062

Company Complaining About: Medicare Benefits Helpline

Description

It deceives Seniors by appearing to be coming from Medicare itself and not a private organization. You think you're calling to receive info about qualifying for additional services, but it's just a sales technique. The disclaimer is in mouse type for 2 seconds. Pull the commercial or DEMAND that they show and say NOT AFFILIATED WITH MEDICARE--THIS IS A PRIVATE ORGANIZATION

Ticket: # 3624415 - Closed-captions

Date: 10/28/2019 5:59:05 PM

City/State/Zip: Tyrone, Pennsylvania 16686

Company Complaining About: Comcast

Description

A while back I contacted you about WTJA in Altoona, PA and the lack of cc on their local shows. You contacted them and things worked off and on for awhile. The local news is on right now. It started at 5:00 and has not had one single word of cc.

Ticket: # 3624453 - Lost 21 to 29 channels

Date: 10/28/2019 6:16:01 PM

City/State/Zip: Beaver Dam, Wisconsin 53916

Company Complaining About: Assurance Wireless

Description

Rescanned daily since the announcement. Can ONLY get 5 channels(religious) channels and these are no signal or fade in and fade out. Move antenna indoor and outdoor, raised it lower it. Just wonder if you could help me with this dilemma.

Ticket: # 3624480 - Frontier Communications billing

Date: 10/28/2019 6:30:41 PM

City/State/Zip: Temecula, California 92592-3073

Company Complaining About: Frontier Communications

Description

On 5/30/19 via online chat with Mark I renewed my contract for another year for the same tv/phone package with an internet speed increase to 150/150 for \$160 plus taxes. Needless to say my speed increase never materialized and my bill went up to the out of contract price. I have documented via screen shot my entire chat for proof of what was discussed. I attempted to call Frontier billing to resolve the issue...they could not help me. They did have notes of who I chatted with: v_mag302 (Mark). They now owe me \$\$\$ and need to fix my internet speed to what was promised. I'm tired of dealing with them, this happens every time you talk to them....if you even get through...most of the time they just hang up on you. I will try to attach the screenshots of my chat below.

[Ticket: # 3624502 - Hulu commercials much louder](#)

Date: 10/28/2019 6:42:43 PM

City/State/Zip: Granville, Ohio 43023

Description

Every commercial for last several months are much louder than the programs.

Ticket: # 3624510 - Over Billing

Date: 10/28/2019 6:45:58 PM

City/State/Zip: Charlotte, North Carolina 28211

Company Complaining About: Spectrum

Description

On October 9th my husband turned in our TV and Internet equipment. I called on October 10th in the 8:25 am o'clock hour MST and spoke to a gentleman who told it would take about 5 days to update my bill and I would only be charged for October 1st- Oct 9th. He said wait a week and then check my bill online. Now Spectrum is telling me they do not see documentation for that call and I own for the month of October. I was never notified or signed an agreement that I would be responsible for the entire month. Spectrum records all calls and will have record of this call on 10/09.

Ticket: # 3624515 - 13 months, Unauthorized charge

Date: 10/28/2019 6:47:49 PM

City/State/Zip: Sacramento, California 95829

Company Complaining About: Comcast

Description

(b) (6). Xfinity is billing me "one time charge for Brown Sugar \$3.99" for 13 months now. 3 attempts on the phone to resolve, in person when upgrading phones, and internet repair man trying to delete. This is my SECOND complaint with FCC. A credit was issued for \$19, re billed on November statement, \$3.99 past due + \$3.99 for October Brown Sugar. Paying \$380 + over 3 years, I don't understand this small charge no one ordered and can't even locate.

Ticket: # 3624548 - Frontier cable scam

Date: 10/28/2019 7:08:02 PM

City/State/Zip: Acworth, Georgia 30101

Company Complaining About: Frontier Communications

Description

I was told that they had to run a credit check before they would price me. One he ran the check I told him I was not interested in the service due to the cost and hung up he then processed the order after I hung up.

Ticket: # 3624556 - Billing issue

Date: 10/28/2019 7:12:49 PM

City/State/Zip: Plumas Lake, California 95961

Company Complaining About: Directv

Description

I have contacted DirecTV and told them that I do not owe them any money as I paid for the 3 days of the billing cycle when I cancelled my account. They continue to say I owe them money for they WHOLE billing cycle. All they need to do is create a new billing to show I am paid in FULL.

Ticket: # 3624565 - poor quality tv service

Date: 10/28/2019 7:19:15 PM

City/State/Zip: Atlanta, Georgia 30061

Company Complaining About: AT&T

Description

Opened a Direct TV service, during this time the tv service was horrible, bad reception, no signal throughout the term of the service. After a year I requested the service to be cancelled, after several unsuccessful attempts to have the dish checked or moved. Each Direct tv customer service representative I spoke with aggressively tried to talk me out of cancelling the service and/or tried to sell other tv packages. I was assured that the service was cancelled but continued to receive bills for two months. Direct-TV then charged a ETF- early termination fee of \$329.00 and placed it with an collection agency along with the bill of \$118.00 for the two months I continued to receive a bill after closing the account.

Ticket: # 3624592 - Optimum bill

Date: 10/28/2019 7:31:47 PM

City/State/Zip: Merrick, New York 11566

Company Complaining About: Optimum

Description

(b) (6)

Ticket: # 3624620 - Proration of AT& T Bills

Date: 10/28/2019 7:44:12 PM

City/State/Zip: Cedarburg, Wisconsin 53012

Company Complaining About: AT&T

Description

I cancelled my AT&T bundled cable, internet and home phone service. I call AT&T to find out what my final bill would be. I was told by the customer representative that it is now AT&T's policy not to prorate bills. I don't feel I should have to pay for services that are not going to be provided. This policy was not communicated to me previously.

Ticket: # 3624631 - Directv

Date: 10/28/2019 7:52:17 PM

City/State/Zip: Albuquerque, New Mexico 87114

Company Complaining About: AT&T

Description

I have been in the phone with directv for over 2 hours, transferred 11 times, to fix 1 nfl ticket issue

Ticket: # 3624635 - Mylola.com commercial increase in sound

Date: 10/28/2019 7:58:35 PM

City/State/Zip: Carmel, New York 10512

Description

When the company ALYK Inc. commercial for Mylola.com comes on the volume must be lowered as it the commercial volume increases in sound.

On Bravo

[Ticket: # 3624654 - suddenlink communications](#)

Date: 10/28/2019 8:11:42 PM

City/State/Zip: Fort Mohave, Arizona 86426

Company Complaining About: Sudden Link

Description

I have attempted, unsuccessfully, to contact suddenlink's billing department for almost 4 weeks now. I have been on hold for several hours at a time, and a few times, after an hour or so, they hang up on me. I have tried to contact a supervisor, also to no avail. My bill is incorrect and I have automatic payments set-up, so they will deduct the amount anyway.

Ticket: # 3624700 - Opticaltel Cable Service

Date: 10/28/2019 9:01:17 PM

City/State/Zip: Eustis, Florida 32736

Company Complaining About: Opticalt

Description

Our neighborhood signed a contract with this company to provide high-speed Internet and cable television. After being a year late with the installation, the service is completely unreliable. We have outages at least four times a week. They have no Response on how to fix the issues and become more reliable

Ticket: # 3624709 - OTA rescan issues

Date: 10/28/2019 9:23:07 PM

City/State/Zip: Naperville, Illinois 60565

Company Complaining About: Wmaq Nbc Chicago

Description

On rescanning TV on October 18, reception of WMAQ NBC Chicago was lost. On rescanning several more times, signal is still unavailable. Either signal power could be increased or a different frequency assigned. Reception of all other channels is OK.

Ticket: # 3624712 - ATT/Direct TV Fraudulent Billing

Date: 10/28/2019 9:25:40 PM

City/State/Zip: Allentown, Pennsylvania 18109

Company Complaining About: Directv

Description

On May 20, 2019 I cancelled my account with Direct TV after several failures on their part to correct connectivity issues with my satellite service. I also at that time cancelled my direct credit card payment.

At that time the balance on my account was \$0.

I returned the equipment via FedEx

I then received a collection letter stating that I owed \$166.84 and included in that was non-returned equipment charges. I contacted the collection group on 10/28/19, who informed me that I needed to contact Direct TV to remove the collection and the reporting because they could not. She also informed me that I (Agent Erika Roundtree)

I then called Direct TV – who after almost an hour could not and would not address my concerns and told me to go to a web site: resolutions.directv.com to issue my complaint. I tried the link and was unable to get though do to “server error”

Ticket: # 3624713 - (b) (6), AF4LO

Date: 10/28/2019 9:27:07 PM

City/State/Zip: Rosedale, Indiana 47874

Description

(b) (6) was found to be transmitting on NOAA frequencies, Evidence is attached, Please revoke his ham radio license!

Ticket: # 3624720 - Radio station WLEW

Date: 10/28/2019 9:31:44 PM

City/State/Zip: Deckerville, Michigan 48427

Company Complaining About: Thumb Broadcasting

Description

Station is not acting as a good custodian of the public airwaves. They have employees reading the news that cannot read correctly. These employees are giving you an information that is not what is in the news, also and more seriously they are making mistakes with weather warnings. One employee continues to insist that a weather watch is more severe than a weather warning. What can be done to rectify it is hiring employees that actually have an ability to read past the third grade level.

Ticket: # 3624732 - Fox News Lying

Date: 10/28/2019 9:43:29 PM

City/State/Zip: Easton, Maryland 21601

Company Complaining About: AT&T

Description

How much longer will you permit Fox to lie to Americans? MILLIONS watched/heard Trump being booed and "lock him up" being chanted. HOW MUCH LONGER UNTIL YOU DO SOMETHING ABOUT FAKE NEWS?

<https://www.mediamatters.org/fox-friends/fox-friends-edits-boos-out-video-trump-attending-world-series>

Ticket: # 3624763 - Vulgar remark by caller at guest

Date: 10/28/2019 10:11:57 PM

City/State/Zip: Portland, Oregon 97220

Description

Caller made vulgar comment to guest on program. I called station and was informed caller would be banned from show. That decision has not been held to.

Ticket: # 3624787 - Poor reception

Date: 10/28/2019 11:05:38 PM

City/State/Zip: Fresno, California 93726

Description

When I am listening to the radio (99.9) in my car there is alot of static and poor reception.

Ticket: # 3624792 - Comcast Eliminates Cinemax bur doesn't adjust my package price?

Date: 10/28/2019 11:14:10 PM

City/State/Zip: Joliet, Illinois 60435

Company Complaining About: Comcast

Description

I haven't recently learned that Comcast has removed Cinemax from my viewing package. This is something that has been included in my Digital Premier Package and I will now have to pay \$12 per month for the channels. My bill should decrease by that amount if they are no longer offering it but want me to pay now?

Ticket: # 3624811 - Charter/Spectrum

Date: 10/28/2019 11:57:13 PM

City/State/Zip: Reedsport, Oregon 97467

Company Complaining About: Spectrum

Description

I called to remove tv services and was told that if I cancel today my services will be shut off, but I would not get a refund for the remaining days in my billing cycle. I was also told they couldn't set my account up to cancel on the end of my billing cycle automatically. They said I have to call back to cancel on the last day of my billing cycle.

I feel I should get refunded for the unused days that were paid for when service was canceled.

Ticket: # 3624817 - Digital TV Station Not Picked up with Rescan

Date: 10/29/2019 12:31:09 AM

City/State/Zip: Janesville, Wisconsin 53546

Company Complaining About: Wisc Tv

Description

WISC TV in Madison was not picked up by my television set in Janesville after the rescan mandate of 10/18. Repeated attempts to rescan have not brought it in. Before the rescan, WISC TV came in clearly without issue. WISC's website says to contact the FCC if there are issues.

Ticket: # 3624827 - Media sources Releasing fake propaganda

Date: 10/29/2019 12:56:24 AM

City/State/Zip: Denver, Colorado 80203

Company Complaining About: Comcast

Description

CNN, abc,msnbc, all false reporting. They need to be shut down or explain that these are opinions not facts. Their words are deceiving.

Ticket: # 3624838 - BAIT & SWITCH CURRENT CONTRACT

Date: 10/29/2019 1:12:28 AM

City/State/Zip: Atlantic City, New Jersey 08401

Company Complaining About: Comcast

Description

REMOVAL OF TV CHANNELS ENCORE MOVIE LINE, TCM THIS CHANNEL & OTHERS & FORCE ME TO PAY FOR IT & THEY DON'T PROVIDE IT.

Ticket: # 3624891 - Offensive commercial by Thinx underwear

Date: 10/29/2019 6:14:56 AM

City/State/Zip: San Pedro, California 90731

Description

I feel the the Thinx underwear commercial is very offensive. The commercial show a small boy telling his dad he is on his period. Then it goes on to should multiple men asking for tampons. The last straw is a man with a tampon string hanging from his underwear. Men will never have a period. This commercial is crude and offensive. Now my son who is 6 asked me if he is going to have a period. This commercial is sending the wrong message. It is bad altogether and should be taken off the air.

Ticket: # 3624897 - Unfinished maintenance

Date: 10/29/2019 6:44:39 AM

City/State/Zip: Orlando, Florida 32832

Company Complaining About: Spectrum

Description

For 7 months we have had exposed cable wires laying in our front lawn and running down the street. We have made several unsuccessful request to resolve this matter. Spectrum Cable has been utterly unresponsive. We need the cables removed from our front lawn. We endure weekly cable/internet outages during evening prime time peak hours

Ticket: # 3624899 - Hulu Commercials at least 3x louder than programming

Date: 10/29/2019 6:53:39 AM

City/State/Zip: Auburn, Alabama 36832

Description

Every commercial on Hulu is louder than any program. There are multiple complaints about this on reddit and other anecdotal evidence suggesting that Hulu is violating FCC standards. Hulu responds that it is the device, but every device used has the commercial volume throttled. If they are going to run commercials on a ALREADY PAY TO WATCH service, the least they could do is make the volume equal on commercials the same as the programming.

Ticket: # 3624903 - DirecTV Billing Complaint

Date: 10/29/2019 7:23:46 AM

Company Complaining About: Directv

Description

Fax Ticket#07118 Ready For Data Entry

Ticket: # 3624909 - Dish Network Availability Inquiry

Date: 10/29/2019 7:28:21 AM

Company Complaining About: Dish Network

Description

How can I go about trying to change my area for Dish Network local channels? I live in the town of Oracle. Zip code 85623. We are 30 miles from Tucson. Dish said we are in Phoenix viewing district. Phoenix is 150 miles away. I work and shop in Tucson. I want to watch local Tucson news and weather. But I have to watch news and weather from Phoenix which is two hours away. Please help Sir. Much appreciated

Ticket: # 3624917 - Directv Complaint

Date: 10/29/2019 7:36:58 AM

City/State/Zip: Mandeville, Louisiana 70448

Company Complaining About: Directv

Description

Postal Mail Ticket#29210 Ready For Data Entry

Ticket: # 3624920 - TV Channels for Men

Date: 10/29/2019 7:37:30 AM

City/State/Zip: Durham, North Carolina 27703

Description

Postal Mail Ticket#29213 Ready For Data Entry

Ticket: # 3624926 - TV Media

Date: 10/29/2019 7:38:22 AM

City/State/Zip: Perrysburg, Ohio 43551

Description

Postal Mail Ticket#29218 Ready For Data Entry

Ticket: # 3624930 - Spectrum Billing Complaint

Date: 10/29/2019 7:38:59 AM

City/State/Zip: Gleneden Beach, Oregon 97388

Company Complaining About: Spectrum

Description

Postal Mail Ticket#29221 Ready For Data Entry

Ticket: # 3624935 - Comcast Channel Availability Complaint

Date: 10/29/2019 7:40:04 AM

City/State/Zip: Coral Gables, Florida 33134

Company Complaining About: Comcast

Description

Postal Mail Ticket#29226 Ready For Data Entry

Ticket: # 3624938 - DirecTV Billing Complaint

Date: 10/29/2019 7:40:40 AM

City/State/Zip: Minneapolis, Minnesota 55430

Company Complaining About: Directv

Description

Postal Mail Ticket#29229 Ready For Data Entry

Ticket: # 3624940 - AT&T Equipment Complaint

Date: 10/29/2019 7:41:07 AM

Company Complaining About: AT&T

Description

Postal Mail Ticket#29231 Ready For Data Entry

Ticket: # 3624943 - Comcast Availability Complaint

Date: 10/29/2019 7:41:33 AM

City/State/Zip: Fort Oglethorpe, Georgia 30742

Company Complaining About: Comcast

Description

Postal Mail Ticket#29233 Ready For Data Entry

[Ticket: # 3624946 - Cox communications Availability Complaint](#)

Date: 10/29/2019 7:42:04 AM

City/State/Zip: Virginia Beach, Virginia 23452

Company Complaining About: Cox

Description

Postal Mail Ticket#29235 Ready For Data Entry

Ticket: # 3624952 - DirecTV Availability Complaint

Date: 10/29/2019 7:43:16 AM

City/State/Zip: Atlanta, Georgia 30303

Company Complaining About: Directv

Description

Postal Mail Ticket#29240 Ready For Data Entry

Ticket: # 3624956 - Radio News Report Complaint

Date: 10/29/2019 7:44:10 AM

City/State/Zip: Whitmore Lake, Michigan 48189

Description

Postal Mail Ticket#29244 Ready For Data Entry

Ticket: # 3624960 - Television Inteference Complaint

Date: 10/29/2019 7:45:03 AM

City/State/Zip: Burbank, California 91505

Company Complaining About: Spectrum

Description

Postal Mail Ticket#29248 Ready For Data Entry

Ticket: # 3625010 - Drop outs on WSOC TV9 Charlotte NC

Date: 10/29/2019 8:31:43 AM

City/State/Zip: Fort Mill, South Carolina 29707

Company Complaining About: AT&T

Description

This station experiences drop outs of xmsn via cable and satellite. They claim this is because of a FCC required update but it has been going on for over 3 years now. I experience it over Direct TV and did on Comporioum cable as well. Please have them fix.

Ticket: # 3625024 - FCC REPACK (without thought or planning)

Date: 10/29/2019 8:43:57 AM

City/State/Zip: St Albans, West Virginia 25177

Company Complaining About: Fcc

Description

Repack 9/7/19-10/18/19. Loss of 11 channels. Rescan doesn't help. FCC already paid- consumers just out!

Ticket: # 3625027 - TV / INTERNET_BILLING ISSUE

Date: 10/29/2019 8:48:55 AM

City/State/Zip: Loganville, Georgia 30052

Company Complaining About: AT&T

Description

Since June 2019 to now (5 mos.) I have been communicating with AT&T/Direct TV to get my bill reduced. Each time they seem very cooperative on the phone and say "no problem" they appear to fix the issue and each month I STILL HAVE THE SAME LARGE BILL that they claimed to reduce...I am a Senior Citizen and live on a fixed income (my Social Sec.) They offered a new promotion; then later said it was expired...they said I could down grade to a lesser service (Family Plan) which I agreed to do...they did not down grade me...still won't reduce my monthly bill. Apparently I'm not the only ones they are jerking around with by viewing the message boards. I have been with ATT/Bellsouth for over 40 yrs. Yes, I could cancel and may have to in the end...but really don't want to. Can't believe they treat their customers like this... I have never had a real issue with ATT before but seems like they have suddenly changed policies to JERK everyone around. I have tried to condense this complaint to accommodate this form but this story is much more complex than I can put here over a 5 month period.

Ticket: # 3625085 - Service Outage

Date: 10/29/2019 9:33:34 AM

City/State/Zip: Dallas, Texas 75229-6270

Company Complaining About: AT&T

Description

Consumer is having issues with AT&T U-Verse

Consumer said the service went out when a tornado went through the area

Consumer said his services have been out for over a week

Consumer spoke to someone names Kevin in the Presidents office and said that information is proprietary and can't give that information out.

Consumer states Kevin was very Rude

Consumer said their insurance companies need their information sent but can't send it because they don't have internet.

Consumer wants an estimate of when the services will be repaired.

Consumer just wants the services back up running and reliable, and credit for the outage.

CTR402

Ticket: # 3625094 - Television package pricing

Date: 10/29/2019 9:39:11 AM

City/State/Zip: Central Islip, New York 11722

Company Complaining About: Optimum

Description

I signed up with Optimum by altice the local cable television service on August 10th. The field representative that came to the house said the total bill for everything I asked would be \$124.95 a month including all fees and taxes. However as soon as the bills started coming in that was not the case. The price quoted did not include the fees and taxes. I tried speaking with the company several times since this is supposed to be a new promotion where the price is guaranteed for life. The company would not acknowledge that the price I was quoted was a total of \$124.95. I would like them to honor that price as of the connection date of 8/10/19.

Ticket: # 3625096 - Rebuttal 3549892

Date: 10/29/2019 9:39:56 AM

City/State/Zip: Clearwater, Florida 33756

Company Complaining About: Frontier Communications

Description

I did get a call back from Frontier on 10/28/19. The person who had called me said that he wasn't going to go any further with this complaint. He did not want to discuss the treatment that I had gotten when I tried to cancel my services with Frontier, and if I write to you again (FCC), he will call me back and tell me the same thing. Is there any way to go up on the food chain with this company? I did get a letter from a Melanie Williams, who is their SVP & GM of Florida on 10/3/19. She gave me her email address and phone number of 844-320-4445, which only goes to a voice mailbox. I had sent her an email back, which she had not replied. I had called twice, and again she had not returned my calls. This company does not care about their customers. Is there any way that you can go over her head and get something done? Thank you for your help.

Sincerely,

(b) (6)

Ticket: # 3625105 - DirecTV service dispute

Date: 10/29/2019 9:48:26 AM

City/State/Zip: Mt. Zion, West Virginia 26151

Company Complaining About: Directv

Description

see attached congressional

Ticket: # 3625112 - Radio harassment

Date: 10/29/2019 9:53:11 AM

City/State/Zip: Fitchburg, Wisconsin 53719

Company Complaining About: 93.1, 97.5

Description

Several radio stations have attached to my phone signal, and vehicle and harassing me. Some how, they are able to hear everything Im saying through the phone.

Ticket: # 3625150 - "Double" billing---requesting refund

Date: 10/29/2019 10:08:18 AM

City/State/Zip: Lakeway, Texas 78734

Company Complaining About: Gci (anchorage, Ak [Www.gci.com](http://www.gci.com))

Description

I signed up for television service and was placed on the providers "Basis Plan". However, the condo association, where I live and where service was provided , was already paying for a "Bulk Plan" for the same exact service. The provider billed me individually for 3 1/2 years while also being paid for the same service by the condo association. I requested a FULL refund of my payments. The provider offered only 1 years worth of billing refunds. Their reasoning was that that it was my responsibility to bring any fraudulent billing to their attention even though they admitted that they in fact were being paid twice, that their audit department should have caught their error, and that they were at fault.

Ticket: # 3625203 - Service Outage

Date: 10/29/2019 10:27:32 AM

City/State/Zip: Tupelo, Mississippi 38801

Company Complaining About: Satellites Unlimited

Description

Consumer said her Satellite has not been working since Oct 14 2019

Consumer contacted Satellites Unlimited and they said they can't have a tech out until November 4 2019.

Consumer said SU have called her 2 times and said for her to be at her house they were sending a tech out.

Consumer said she went out to her house 2 times and waited, and no tech ever showed up.

Consumer was never contacted to let her know that they were not showing up or why they have no showed up.

Consumer just wants the Service fixed and reliable.

CTR402

Ticket: # 3625214 - Unauthorized cable installation

Date: 10/29/2019 10:30:47 AM

City/State/Zip: Rotonda West, Florida 33947

Company Complaining About: Comcast

Description

Consumer states that Comcast Xfinity installed service on 10/24 and she never agreed to this service. When consumer asked why they were installing this at her residence. Comcast told her they had her Granddaughters authorization (Kristian Burch) as the one that ordered service. Consumer went to a Comcast store and advised them that she never approved or agreed to this service. Comcast told her there was nothing they could do and to go to the Sheriff's office. Comcast removed/disconnected all of her existing cable wiring without her permission.

Consumer cannot afford this service and would never have agreed to this installation. Consumer wants provider to uninstall this service with no cancellation charges as this was an UNAUTHORIZED installation and wants her cable that was taken out replaced and to fix the duct work they put a hole in.

CTR 392-phone

Ticket: # 3625231 - DirecTV Complaint

Date: 10/29/2019 10:36:16 AM

City/State/Zip: Warrenton, Virginia 20186

Company Complaining About: Directv

Description

Appointment made for October 26. Technician was a no show and called after the provided time frame setting up a subsequent appointment on October 30. Called DirecTV to confirm and was informed that the appointment is in their scheduling system for November 1. Employees and supervisors respond "Sorry, there is nothing we can do."

Ticket: # 3625235 - AT&T cable tv

Date: 10/29/2019 10:37:33 AM

City/State/Zip: Reynoldsburg, Ohio 43068

Company Complaining About: Directv

Description

Called to cancel my service because of a \$45 price increase. Was told i couldn't cancel my service until 20+ days later. I don't want a cable company dictating when i can stop my service, im not under any contract.

Ticket: # 3625272 - Billing Issues

Date: 10/29/2019 10:52:50 AM

City/State/Zip: Garland, Texas 75042

Company Complaining About: Frontier Communications

Description

Consumer said they were working on her fence post in the backyard

Consumer said she cut the poles off and didn't dig up the poles

Consumer said they lost TV and internet connection

Consumer said she called Frontier and told them they lost service and was told they could not send someone out until Friday.

Consumer said she was not stopping her work on her fence

Consumer said the tech said she cut the cable, consumer said she started pulling the cable from the ground to show him she didn't damage the cable and the tech grabbed the cable from her hand and said no you don't need to do that.

Consumer said she received a bill for \$315.84 for the damaged cable

Consumer just wants the charge of \$315.84 for the damaged cable to be balanced to \$0, she did not damage the cable.

CTR402

Ticket: # 3625283 - Payment

Date: 10/29/2019 10:54:55 AM

City/State/Zip: Saxonburg, Pennsylvania 16055

Company Complaining About: AT&T

Description

Help have payment

Ticket: # 3625316 - Sudden Link billing

Date: 10/29/2019 11:03:27 AM

City/State/Zip: Hurricane, West Virginia 25526

Company Complaining About: Sudden Link

Description

- Consumer claims his bill has been raised without explanation.
- Consumer claims he must wait an hour on hold to speak to someone.
- Consumer claims he is in a contract and doesn't understand why the rates continue to go up.
- Consumer would like reasonable service and charges like that which new customers receive.

CTR404-phone

Ticket: # 3625320 - Comcast

Date: 10/29/2019 11:04:38 AM

City/State/Zip: Fort Lauderdale, Florida 33301

Company Complaining About: Comcast

Description

I am a resident of NuRiver Landing. I have both a personal contract and am a member of the bulk contract with Comcast. Comcast has failed to deliver a portion of the services they are obligated to provide. Comcast has not included services that are included in the bulk agreement for the 7 years I have been a customer in this building. Please assist me in getting Comcast to engage in a good faith negotiation to remedy their breach and make me whole.

Ticket: # 3625352 - Over charged

Date: 10/29/2019 11:10:57 AM

City/State/Zip: Covington, Louisiana 70433

Company Complaining About: AT&T

Description

I have been over charged on my cellular and Yvette bill since I combined them.

Ticket: # 3625390 - illegal sales practice

Date: 10/29/2019 11:21:07 AM

City/State/Zip: Franksville, Wisconsin 53126

Company Complaining About: Directv

Description

October 9th 2018, I was shopping at Sam's Club in Kenosha, WI. I was approached by a directv salesman. Attached is the sales order in image format.

He wrote under notes that after the 12month promo period I can switch to Family package and thereby avoid the higher fees associated with the 'select' package, after promo.

Directv is refusing to honor the deal and has increased my fees

Ticket: # 3625395 - DirecTV billing dispute

Date: 10/29/2019 11:22:39 AM

City/State/Zip: Wausau, Wisconsin 54403

Company Complaining About: Directv

Description

see attached congressional

Ticket: # 3625460 - Breach of contract/Over charging

Date: 10/29/2019 11:40:49 AM

City/State/Zip: Holiday, Florida 34691

Company Complaining About: Directv

Description

I signed up for DirecTV a few months ago and I was promise a few things that I never received and/or overcharged for. When I signed up for DirecTV I was promised \$200 in gift cards that I never recieved. After hours on the phone with DirecTV and trying to reach the store that promised those gift cards I have finally exhausted those methods. I also opted out of all premium channels when signing up, and have been charged for them since the start of my contract. I have called multiple times, been promised multiple times that I will be refunded and they will be taken off the bill. They are still on my bill, and I have yet to be refunded. I have spent over 20 hours on the phone with customer support in the last 30 days trying to fix these issues. This is completely unacceptable. I tried to terminate my service with DirecTV for breaching contract terms that were made when I signed up. DirecTV is refusing to waive the early termination fee's, even tho they are constantly breaching this contract, lying to their customers, and pushing this problem to the next customer service representative.

Ticket: # 3625473 - Direct TV

Date: 10/29/2019 11:43:15 AM

City/State/Zip: Truesdale, Missouri 63380

Company Complaining About: Directv

Description

I was lied to and promise broken. Talked to 7 people to resolve my issue. 2 of them supervisors. Jelly was rude. I spent almost three hours trying to get a resolution. Not a single one could help me and I have proof of the promise that was made to me. I want compensation for the promise that was broken, the time I spent talking to 7 different people, and Jelly, the supervisor, who was rude to me.

Ticket: # 3625506 - Direct tv

Date: 10/29/2019 11:49:11 AM

City/State/Zip: Winthrop, Massachusetts 02152

Company Complaining About: AT&T

Description

I am over billed it was resolved now happing again spoke with office of president tried to call again number not working

Ticket: # 3625548 - Billing

Date: 10/29/2019 11:56:06 AM

City/State/Zip: College Station, Texas 77845

Company Complaining About: Sudden Link

Description

Unexplained rise in bill. No customer service response to complaint and request to discontinue service.

Ticket: # 3625566 - Interference

Date: 10/29/2019 12:02:03 PM

City/State/Zip: Suffern, New York 10901

Description

Consumer said there is a pirate radio station that's playing the same song for so many hours and then they play another song for hours over and over.

Consumer said he hears this with or without his hearing aids.

Consumer said he must play a radio to drown out the sound.

Consumer said it ends at 4 am, but starts up early in the morning when he wakes up

Consumer said he even heard something when he was at his son's house in NJ on 10/29/2019

Consumer said it starts in the fall and ends in the spring.

Consumer wants this investigated

CTR402

Ticket: # 3625576 - Continuing to increase basic tv rates which are too high.

Date: 10/29/2019 12:05:48 PM

City/State/Zip: Winston-salem, North Carolina 27104

Company Complaining About: Spectrum

Description

This is the third time Spectrum has increased its basic TV rate in the last 3 years. Ever since they bought out Time Warner. They are a monopoly and know they can continue to gouge their customers. I knew this would happen because it always gives the cable companies the ability to charge whatever they want.

Ticket: # 3625579 - Loud Commercials

Date: 10/29/2019 12:06:48 PM

City/State/Zip: Hamilton, Ohio 45015-2169

Description

Spectrum cable subscriber. Same commercials for Beaches and Sandals consistently louder than regular television programming or other commercials. Noted on Fox News Channel, usually in the evenings. Local cable provider said they couldn't do anything about it, when contacted.

Ticket: # 3625581 - Not pro rating bill when canceling in middle of a cycle

Date: 10/29/2019 12:07:35 PM

City/State/Zip: Amelia, Ohio 45102

Company Complaining About: Spectrum

Description

Spectrum changed their policy to not prorate bills when you cancel in the middle of a cycle. I canceled in the middle of a billing cycle and they charged for the full months bill. I prepay my bill and they are stealing money from individuals for services not rendered.

Ticket: # 3625598 - RE: [FCC Complaints] Re: Spectrum Billing

Date: 10/29/2019 12:15:12 PM

City/State/Zip: Schenectady, New York 12309

Company Complaining About: Spectrum

Description

This is a follow-up to your previous request #3475790 "Spectrum Billing"

Dear Sir/Madam,

I am shocked by your FINAL response to my inquiry. How naive of me to believe that a Federal Agency would assist an American citizen in her attempt to illustrate the billing fraud of a major corporation. Your further response of my sending a check for \$235. to further my complaint sickens me. One would wonder why we pay taxes.

(b) (6)

-----From: "FCC"

To: "(b) (6)"

Cc:

Sent: Tuesday October 29 2019 9:30:03AM

Subject: [FCC Complaints] Re: Spectrum Billing

Ticket: # 3625662 - Two TV Issues

Date: 10/29/2019 12:29:31 PM

City/State/Zip: Palm Coast, Florida 32137

Description

I have noticed two issues that may fall under your jurisdiction. (1) I have seen several commercials that speed up the audio of the presenter, and that makes it hard to impossible to discern what is being said, especially during disclaimers. (2) The small print on disclaimers is way to small to read, even with my 65 inch 4k tv. And there is the ever present issue with volume spikes during commercials.

Ticket: # 3625684 - Directv early termination fee

Date: 10/29/2019 12:33:57 PM

City/State/Zip: Sahuarita, Arizona 85629

Company Complaining About: AT&T

Description

We recently moved and had our directv services transferred to our new home. The only thing that was requested was a new antenna that Directv provides on moving. The move caused the termination of our existing tv programs that had been grandfathered into our tv contract for years. This program change was not requested by us and ultimately it raised our monthly fee by approximately \$40 per month. We could not afford the price increase, so I cancelled the service. I had received a notification that the early termination fee would be \$230.00 or \$10.00 per month for 23 months of cancelled service. I have a copy of this notice. I have subsequently received a closing bill of \$440.00 or \$20.00 per month of cancelled service. I have called AT&T and they have failed to recognize any documentation other than their bill of \$440.00

Ticket: # 3625686 - DirecTV Billing Complaint

Date: 10/29/2019 12:35:08 PM

City/State/Zip: Upper Sandusky, Ohio 43351

Company Complaining About: Directv

Description

- Consumer wanted to combine her internet service which is biostat and they would not do it for existing customer
- On oct 14 consumer canceled DirecTV services
- Last week consumer returned the equipment
- Today consumer gets a letter in the mail saying they haven't received her bill
- They are billing her until November
- They said they don't pro- rate
- Consumer hasn't had services since the 14th
- They bill in advanced
- Resolution: consumer doesn't want to pay since they bill in advanced. Consumer doesn't want to billed for the whole month. Consumer will pay the pro-rated amount

CTR409-phone

Ticket: # 3625701 - Ridiculous service

Date: 10/29/2019 12:38:32 PM

City/State/Zip: Amarillo, Texas 79102

Company Complaining About: AT&T

Description

We have had 7 techs out to our house since we converted to fiber internet trying to get our issues resolved with correct service. Most recent we have figured out our smart TVs would not work with current tv boxes. My husband called and the girl said we needed four boxes but we have 5 tvs. Tried to charge us for 5th tv and said would call back with info about 5th tv. Never called and the four boxes showed up at our house. Husband calls in to get tech out to install boxes and a internet tech shows up. Calls again and a tech comes out and says the wrong boxes were sent and he can't fix it. Husband calls and att tries to have us pay to have I requested boxes shipped back, so we just cancelled service because they still want to charge 99\$ to add another box. We pay \$25 a month extra for equipment upgrades and Are still trying to get charged left and right!! Total my husband has had to miss 4 days of work for appointments, over 10 hours on the phone trying to get issues corrected, and we still have not received our \$100 giftcard for upgrading service. Now we are our money for months of paying \$25 for lies of coverage and missed work, and now we have cancelled TV service. Terrible customer service !!!

Ticket: # 3625706 - Driect TV /ATT unprofessional practaces.

Date: 10/29/2019 12:39:06 PM

City/State/Zip: Fort Lauderdale, Florida 33312-6023

Company Complaining About: AT&T

Description

Charging for products I did not request and products that I was told where free. Not living up to agreements that they made. They give the customer the run around if you complain and in so doing cost the customer more money. They add new contacts with notifying the customer and if you quit they charge large sums of money. They put about \$500.00 on my credit card without my permitting.

Ticket: # 3625730 - Radio show Mike Gallagher 970am radio

Date: 10/29/2019 12:44:23 PM

City/State/Zip: Bronxville, New York 10708

Description

I'm not sure if what the host (Mike Gallagher) said rises to the level of yelling fire in a crowded theatre, but he was talking about Trump impeachment and stated the people behind it are committing treason. Then he added, I'm paraphrasing-they used to be shot or should be or something similar.

Ticket: # 3625734 - Debit Card Refund on

Date: 10/29/2019 12:45:25 PM

City/State/Zip: Trabuco Canyon, California 92679

Company Complaining About: AT&T

Description

I had a credit when I cancelled AT&T for poor service. They refused to refund my credit card and sent me a debit card with \$57.95. This should be illegal.

How much money do they not have to pay as a result?????????????

Ticket: # 3625773 - Interference to ham radio bands from LG reffridgerator

Date: 10/29/2019 12:55:33 PM

City/State/Zip: Lake In The Hills, Illinois 60156

Description

I have determined that a relatively new refrigerator is generating significant radio noise across a wide range of shortwave frequencies. in particular, 7.0 to 7.3Mhz (40 meter amateur band). LG claims that hams must "Accept" this interference according to Part 15. Is this correct? What are my options and they will not assist. Thank You!

Ticket: # 3625801 - Comcast shady practice over billing

Date: 10/29/2019 1:00:34 PM

City/State/Zip: Medford, Massachusetts 02155

Company Complaining About: Comcast

Description

I cancelled cable service with Comcast on Jun 28 and was told since it's right the start of billing cycle (6/28-7/27), they would give me 0.62 to cover the day and I was all clear (agent James). I returned all the boxes on July 1st. However, in July they charged next bill to my credit card as usual. Thought it's a system automatic behavior, I stopped the payment. In September, I got billing letter from them. Called in and was told it was a mistake and there should be no charge to my account (forgot to write down the agent's name). Last week I got collection letter claiming I owe Comcast money. Confused, I called in again (10/23), and was told they actually issued a refund check to the July charge, since the charge was cancelled, I owe them the amount of the check. I told them I never saw the check, not to mention cache one. They checked and indeed the check was not cashed, and told me they would rescind the check and I was all clear, there would be no more collection action (agent Shantall). Yet yesterday I got another check from Comcast. I didn't know if they were trying to trick me to cache the check, so called again. This time the agent told me there was no way they could cancel the check, so I should cache the check and pay the collection agent. I don't think it's the right way of solver the issue. I requested for escalation. The supervisor gave me a totally different story, saying my account was not cancelled until July 12, so I still owe them money, and he said both checks were voided and I needed to pay the collection agent, otherwise it's me refusing to pay and it would hit my credit. I value my credit very much, and want Comcast to stop their shady billing practice and set the record right.

Ticket: # 3625824 - Spectrum billing

Date: 10/29/2019 1:09:26 PM

City/State/Zip: Ashville, Ohio 43103

Company Complaining About: Spectrum

Description

- Consumer cancelled her service with Spectrum on 10/28/19.
- She received a bill for the total amount 10/21-11/20.
- Consumer contacted the provider and they told her she was responsible for the entire bill.
- Consumer believes she should be responsible for the 10/21 to 10/28 billing as she was not informed previously of the non-proration bill.

CTR404-phone

Ticket: # 3625833 - Threatening emails

Date: 10/29/2019 1:11:16 PM

City/State/Zip: Colorado Springs, Colorado 80907

Company Complaining About: AT&T

Description

We cancelled our account with DirectTV, had received threatening emails the last month from them about a balance owed. After several phone calls, being hung up on when they refused to send a paper statement and I said "hold on I need to record you saying you refuse to send me my statement" then calling back getting hung up on again, which I have recorded, then have a conversation recorded where the agent agrees that the balance isn't correct and claims it is taken care of. A week or so later we get another threatening email stating we are being sent to collections. This is absurd. This company has horrible business practices and is taking advantage of people who don't know any better than to fight these false charges. Luckily I had bank statements and other records to back us up. They need to be held accountable for these inappropriate actions. Can supply you with recording upon request.

Ticket: # 3625927 - AM interference with household audio systems

Date: 10/29/2019 1:33:13 PM

City/State/Zip: Santa Cruz, California 95062

Description

We live a few blocks away from a local radio broadcast station. Broadcasts (presumably from this station) are picked up by all of our household audio systems, from computer speakers to desktop microphones. These broadcasts are only picked up when a person is in physical contact with one of these systems, such as when we turn a volume knob. We do not have any sophisticated measuring equipment so we can't tell if the nearby station is broadcasting at perhaps too much power for a residential area, but we'd like at least an investigation.

Ticket: # 3626025 - Improper Installation of Dish Network Antennae

Date: 10/29/2019 1:51:50 PM

City/State/Zip: Callaway, Virginia 24067

Company Complaining About: Dish Network

Description

Hello,

I am a dish network customer. Upon installation of the dish system the cable that connects the antenna to my home was never buried. They said someone would come out in properly install the cable. When we no one showed up we called them and they want to charge us \$50 to complete the proper installation of the dish. They also said why don't I just buried it myself. We told him we're not qualified to touch the cable or to properly bury it. It has been almost a year that we've tried to have this solved.

Ticket: # 3626203 - Frontier bill

Date: 10/29/2019 2:29:12 PM

City/State/Zip: Sarasota, Florida 34231

Company Complaining About: Frontier Communications

Description

I had contacted Frontier a couple months ago regarding a bill that I had received for a price jump. The bill I received in July was the normal amount of \$111.94. In August, the bill had jumped to \$139.84, which was paid 8/18/19. Being on autobill pay, I had missed the payment process until the following month in September, which was for the same amount of \$139.84. The payment was cancelled 9/16/18 and I contacted Frontier to find out the change in price. At this point, the representative stated that the price change was due to the fact the premium movie channel trial had ended and that I was now being billed for them. This includes HBO, Cinemax, Stars, and Showtime, all of which I was not aware they had included in my subscription. For me to get my services turned back on, I had to pay the outstanding balance of \$139.84, which was paid 9/24/19. At this time, the Frontier representative asked what I was using my cable for and said that he could get me in a package more suited for me for less that was I was currently paying. The bill I received at the beginning of this month, October, was for \$290.82 and I cancelled the auto bill pay. When I called to find out why it was so high, they could not provide me with a reason and would have to adjust my bill. I told to cancel my cable services 10/15/19 and that I would prefer to just have internet only, which was quoted to be \$60-65 a month. Nothing was done until 10/25/19, ten days after I requested my services turned off. At that time, everything was turned off, cable and internet. The monthly service for September to October went from 9/24/19 to 10/23/19 so I believe they did not turn my services off until the new monthly services started. Saturday, 10/26/19, I received an email stating that I had an early cancellation fee for \$80.11. The new bill that has been issued is for \$253.22. I called and tried to work with them saying I would pay for the partial month and was told that was not possible. I also addressed the fact that I did not see why there was an early cancellation fee due to the fact that I have had their services for over a year. I tired contacting them once again today and they stated that they had not got my final bill put together but stated that it would have the \$253.22 bill in which I had already canceled my services along with the \$80.11 early cancellation fee. I refused to pay for services that I was not requesting and was told that I would be sent to collections. I am highly disappointed in the customer service that I have received and will not pay for something that I did not request. Attached is the billing and payment history to demonstrate what is taking place. Please feel free to contact me regarding the matter. I have already switched services to xfinity and will never do business with frontier again. The representatives are not knowledgeable about the issues I am having and were simply rude verbally over the phone.

Ticket: # 3626293 - Frontier fraudulent billing

Date: 10/29/2019 2:47:32 PM

City/State/Zip: Dunedin, Florida 34698

Company Complaining About: Frontier Communications

Description

discontinued service with Frontier Comms. and coordinated with their retention dept. Paid final bill and returned equipment. They continued billing me. Called retention dept. was assured I owed nothing. I have receipt for returned equipment. I owe nothing. Thank you.

Ticket: # 3626301 - AT&T Illegal Moving Charges

Date: 10/29/2019 2:48:36 PM

City/State/Zip: Phoenix, Arizona 85054

Company Complaining About: AT&T

Description

AT&T Charged me \$200.00 to move; I complained and they gave credit of \$100.00.

Having just moved, I had no time to continue to argue with AT&T or file a FCC Complaint. AT&T Responded by stating they have a right to do this since it is their policy. I NEVER signed any contract, received any email's (as AT&T Stated in their letter) or most importantly, I never signed any contract/agreement with AT&T to authorize a \$200.00 move charge.

Since I never agreed to this AT&T Move Charge Policy, I want my \$100.00 back and want to terminate my agreement with AT&T.

Ticket: # 3626349 - Direct TV Complaint**Date:** 10/29/2019 3:01:58 PM**City/State/Zip:** Saylorsburg, Pennsylvania 18353**Company Complaining About:** Directv

Description

I was trying to find pricing on NFL Sunday ticket, their web site is vague and misleading. I am experiencing theft by deception. I tried to get pricing by clicking on the channel I was interested in. It showed an amount of \$69.00 BUT I did not click to accept it, I backed out of the channel. I got an error saying it was not compatible to call the cable company. I called the representative on 9-15-19 and told him what happened and asked if I was billed. I explained I was trying to get the price for NFL ticket and it showed \$69.00 and asked if that was a year special, part of a 3 time payment. He explained it was around \$400 and I told him I was not interested. He said he did not see it get activated on my account and I would not get billed. I thought that was the end of it. He said he saw no activity on my billing on 9-15-19

I then heard that they had college discounts for Students, and called to get information and he told me it was only available on her phone or a laptop. I told him that was not acceptable.

I did look a second time to see what the yearly amount was for the NFL channel on the 700# on the channel line up but I did not select anything I got the same \$69.00 amount not how much it is yearly/quarterly and again hit exit on my remote and had the same issues.

When you order a movie on pay per view, you can see a trailer and it clearly lists the price or prices, you can opt to choose or you can decline and back out. I have never been billed before.

Direct TV is stealing from people by theft by deception. Its bait and switch. I even called to make sure I was not being billed. I did not get a football game on my TV and I would not have wasted my time sitting on the phone with them making sure I did not get billed.

I called on 10-29-19 and basically was treated like they just do not care about the customer. They refused to work out a solution. I told them I never got the football game and I am not paying for it. I have never disputed a charge before. They are will to let me cancel my service and pay some more fees to go away. This is not how you should treat a customer that you screwed up their billing. I spoke with Crystal-Supervisor and Michaelle ID#MB5610. I could not get through to them that I never clicked on I accept a \$69 fee. It is theft by deception. I never agreed to the fee and it showed an error when I hit the back button/exit. How can you run a business like this. I paid my normal bill but deducted \$138.00 for something I did not get and made it perfectly clear it was too expensive. Their representative told me I was not being billed.....I was. I would like a credit for \$138.00 and have them clearly exhibit their pricing to the customers and have them click yes to accept a contract. I got nothing.

Ticket: # 3626407 - AT&T/ Dtv

Date: 10/29/2019 3:20:51 PM

City/State/Zip: Port Saint Lucie, Florida 34984

Company Complaining About: AT&T

Description

I have had 4 work orders put in for a new account. They installed a geni in my home and was suppose to have a h24 box's put in my rv every time it was scheduled to be done. The sub contractor come out and tell me that they don't install on Rvs but direct tv and att say they do. Yet, they sale the equipment to go into the rv's and when they come out they don't have the correct equipment, so today I called and was going to up grade and the wanted to charge me a up front fee of 99.00 dollars I said no since they should have had the correct box in the first place. So they canceled the order, when I called back to go ahead and reschedule to have the dvr the upgrade one a women told me it would be 199.00 and the installation guy told her that's not the quote she got two minutes ago from another lady. To sum it up it's been three weeks and I've paid my bill in full, and still my service is not complete. I'm tired of them wasting my time. And nobody having the right equipment for my rv.

Ticket: # 3626433 - Local Stations Over The Air

Date: 10/29/2019 3:28:08 PM

City/State/Zip: Brinnon, Washington 98320

Company Complaining About: AT&T

Description

He wants to file a complaint. He receives tv over the air. Many stations are not working like Channel 5 and 7, have poor reception. He can receive stations over 60 miles away but he is unable to view the stations. He says that the issue is being caused by AT&T and DirecTV installing 5G. There are several earthquakes where he lives but he is unable to get reliable emergency information. He has contacted both stations over the last 6 months and has not gotten any assistance. All of the stations go off the air for hours at a time.

Ticket: # 3626451 - Construction crew interfering with business frequencies

Date: 10/29/2019 3:31:09 PM

City/State/Zip: Chandler, Arizona 85286

Description

Our business has licensed 456.3375 MHz under the callsign WRCC563 in Henderson, NV. Our schools use these radios to operate an elementary school, and there is a construction crew nearby using the frequency. The construction crew are using many obscenities which are not good to be heard in an elementary school. This is happening at control point 2 (on the location summary) at 36 03' 37.7" N, 114 58' 04.5" W.

Ticket: # 3626461 - DirecTV

Date: 10/29/2019 3:32:48 PM

City/State/Zip: Las Cruces, New Mexico 88001

Company Complaining About: AT&T

Description

This is the third complaint for the same billing problem with Directv. #1 #3340368; 2nd 3304607. On June 5, Directv acknowledged I had a credit of \$138.37. On June 29, instead of allowing my service to continue to use the \$138.37 credit, they disconnected the service. On Oct. 3, 2019 Directv credited only a token amount of \$47.31, so the main balance of \$90.67 remains unpaid. Directv is not a company that bills correctly; their staff, including the assistant to the President of Andre'a Nyante, are rude, dishonest, disrespectful of me and my service needs, and refuse to return my credited amount of \$90.56. They are thieves, preying on the female and elderly, intentionally causing Elder Abuse. They mock the FCC complaint process.

Ticket: # 3626477 - AT&T Complaint

Date: 10/29/2019 3:36:27 PM

City/State/Zip: Paluzzi, Indiana 46628

Company Complaining About: AT&T

Description

Consumer said that AT&T charged the consumer \$56 for a wrestling pay per view

The consumer never watched pay per view ever

Consumer doesnt even know how to do the pay per view

The consumer wants this resolved by getting this charge off of her bill due to she never ordered this pay per view ***CTR403***

Ticket: # 3626478 - cable company sends irrelevant emergency alerts

Date: 10/29/2019 3:36:34 PM

City/State/Zip: Savage, Minnesota 55378

Company Complaining About: Mediacom

Description

I have contacted Mediacom about the emergency alerts sent to my account being for locations more than 50 miles away in counties that are NOT adjacent to my county. It seems to be a simple database problem--my account in the wrong database--but they won't fix it and don't care that it puts me and my family in danger during storms. All they have to do is figure out why my account is in th wrong database. They have all the necessary information because they manage to bill me correctly

Ticket: # 3626483 - VHF Interference

Date: 10/29/2019 3:37:36 PM

City/State/Zip: Pittsburgh, Pennsylvania 15228

Description

STAT MedEvac is a Helicopter EMS provider in Western Pennsylvania. Over the last month, we have had multiple aircraft (EC135 T2 / T3) report interference on both VHF # 1 and #2 radios within the vicinity of downtown Pittsburgh (Oakland). The radios are typically tuned to 123.025, however; we have some pilots report noise across the band. This interference does break squelch and hinder communication. It is confined to the Oakland area by our reports.

Ticket: # 3626490 - Blacked out station

Date: 10/29/2019 3:39:06 PM

City/State/Zip: Lancaster, New York 14086-4431

Company Complaining About: AT&T

Description

This is my third complaint concerning TV channels with AT&T Directv. The latest one has happened the last two days. I started watching ABC Channel 7 and 5 minutes into the program the screen goes blank and a message appears stating that they know the problem and are working on it. Why only this station and during this same program? I feel that I am getting the shaft because I cannot cancel AT&T Directv without having to pay a penalty for cancellation. I would like some options as to what I can do about this because I am a senior citizen on a fixed income and do not need this aggravation. Your assistance is greatly appreciated.

Ticket: # 3626498 - Blacked out station

Date: 10/29/2019 3:41:00 PM

City/State/Zip: Lancaster, New York 14086-4431

Company Complaining About: AT&T

Description

This is my third complaint concerning TV channels with AT&T Directv. The latest one has happened the last two days. I started watching ABC Channel 7 and 5 minutes into the program the screen goes blank and a message appears stating that they know the problem and are working on it. Why only this station and during this same program? I feel that I am getting the shaft because I cannot cancel AT&T Directv without having to pay a penalty for cancellation. I would like some options as to what I can do about this because I am a senior citizen on a fixed income and do not need this aggravation. Your assistance is greatly appreciated.

Ticket: # 3626507 - NBC coverage of President Trump attending a baseball game 10/27

Date: 10/29/2019 3:42:42 PM

City/State/Zip: Seattle, Washington 98101

Description

NBC colluded with Tom Arnold to present a staged protest as an organic event just to denigrate the President.

By hiring protestors, and then by amplifying the audio from their protest without disclaimer a previously reputable news source proves that it can't be trusted.

Lying is not a good look for a major network, and I believe a fine is in order on NBC, as well as a mandated apology to the real baseball fans and of course the President.

Ticket: # 3626512 - Billing Issues

Date: 10/29/2019 3:43:50 PM

City/State/Zip: New York, New York 10128

Company Complaining About: Optimum

Description

Consumer said he has 2 residences

Consumer said the house in Long Island is with Optimum

Consumer called them to go onto vacation service August 28 2019 for \$30 a month

Consumer received a bill in September for amount due by Oct 7th of \$154.95

Consumer said he called and complained

Consumer received another bill of -\$112.72cr

Consumer does not want this money as being a credit, the consumer wants his money back to his credit card and every month he will pay his bill.

Consumer just wants his \$112.72 put back to his credit card and then he will pay his bill monthly.

Consumer wants the automatic payments to his credit card stopped and just wants a monthly bill sent to him.

CTR402

Ticket: # 3626530 - Service Issues

Date: 10/29/2019 3:50:12 PM

City/State/Zip: Chicago, Illinois 60645

Company Complaining About: Directv

Description

- The consumer is calling about Direct TV
- He states they put something up on the guide that wasn't there for him to watch
- He states this was around midnight on 10/28/19
- It was on the CMT channel 327
- He reached out to the carrier
- He wants the carrier to watch the guide and they are not performing the schedule adherence

CTR405-phone

Ticket: # 3626548 - DJ on WRXR-FM

Date: 10/29/2019 3:54:35 PM

City/State/Zip: Ringgold, Georgia 30736

Description

On Tuesday 10/29/2019 around 3:00pm ET approximately, a disc jockey on WRXR-FM 105.5 Rock 105 in the Chattanooga, TN market was heard bantering with another on-air personality about his apparent "coughing" issue. The DJ in question asked, "is your cough due to AIDS?" As a person with HIV, it was highly offensive. Especially in 2019 when there are millions of people dealing with HIV/AIDS. I will be contacting the local news media about this issue as well. It just isn't acceptable.

Ticket: # 3626606 - Refusal to prorate amount due

Date: 10/29/2019 4:15:36 PM

City/State/Zip: Elyria, Ohio 44035

Company Complaining About: Spectrum

Description

Consumer's bill has gone higher and higher. The recent increase of \$10 more is too much, so consumer is cancelling the service. Spectrum refused to prorate the bill for the time consumer won't have the service. (b) (6) is disabled and his mother is 74 and has health issues.***CTR412-phone***

Ticket: # 3626621 - Free Broadcast of Television's networks stations local areas:

Date: 10/29/2019 4:20:04 PM

City/State/Zip: Gloucester, Massachusetts 01930

Company Complaining About: Others

Description

The public has many platforms to choose from such as Sling,Roku , Vudu , etcetera. In order to receive your local television stations nearby you must subscribe to a major company such as Xfinity,Comcast, FiOS Verizon, and others.

Right know it is limited too a few networks that are on their own streaming or live on internet.

A person should have a choice in their own zone to pickup their local stations without subscribing to a large Corporation. This maybe illegal?

I myself use Roku , and I find it very frustrating to get my local stations in Boston or Massachusetts.

A zone should be used like a zip code number to receive your nearest station. And anything outside or that zone would be subject to your subscription such as Prime ,Hulu ,so-on .

This is my opinion only .

Thank you kindly

Ticket: # 3626622 - Illegal selling of portable amateur radios.

Date: 10/29/2019 4:20:33 PM

City/State/Zip: Kenova, West Virginia 25530

Description

Baofeng is still selling portable radios with the capability for amateur radio and unlicensed frequencies. A quick check on Amazon will show that they are still being sold after the new rules put in place September 30th 2019.

Ticket: # 3626634 - Internference Issues

Date: 10/29/2019 4:24:50 PM

City/State/Zip: El Paso, Texas 79934

Description

Consumer said he has a gentleman 50 feet below his house that has a bunch of antennas on the top of his house, (b) (6) El Paso TX

Consumer said the other day he was inside making a call and he could not hear the person on the other end, but he could hear them.

Consumer believes this is what is knocking out the internet in the neighborhood.

Consumer just wants this investigated and stop the interference

CTR402

Ticket: # 3626654 - Frontier cut my service during FCC complaint investigation

Date: 10/29/2019 4:29:50 PM

City/State/Zip: Arlington, Texas 76018

Company Complaining About: Frontier Communications

Description

We opened a dispute with Frontier and it is still open. Yet Frontier shows it as closed and cut our service. Complaint no. 3602464

Ticket: # 3626658 - Xfinity

Date: 10/29/2019 4:30:24 PM

City/State/Zip: Elk Grove, Colorado 95758

Company Complaining About: Comcast

Description

Xfinity sent a technician on 10/29/2019 (7:30-8:30am) to upgrade our internet and install TV but the technician was really rude and did not help with TV, he just fixed the internet and left.

I would like xfinity to give him better training so he does not mess up another person's day.

Ticket: # 3626681 - Xfinity failing to support cablecards for Tivo

Date: 10/29/2019 4:36:02 PM

City/State/Zip: Memphis, Tennessee 38117

Company Complaining About: Comcast

Description

4 Xfinity technicians (with 2+ years of working for Xfinity) have come to the house allegedly to fix my cable tv (pixelated to point you cannot watch tv since Sep 2019). All 4 have said they have no training on cablecards, don't have any cablecards on their truck, and they cannot fix my problem. They recommend I should upgrade to Xfinity. Their supervisors agree with the technicians that they have no cablecards on the truck and cannot perform any work so they clear them to leave my property with no service actually performed to fix my issue. The technicians tell me the signal level to my house is adequate for Xfinity equipment, but the cablecard support team on the phone says my signal is 62% and needs to be higher to support my cable card. The technicians allege they do not know how to boost the signal to my house. The Xfinity cablecards support team vehemently defends Xfinity DOES support cablecards on the phone; yet to date I still have no cable service, and no technician that is trained to fix cablecards has shown up at my property. Also, Xfinity has informed me that I need to have a branch cut down in a yard that is not mine, on a tree that does not belong to me, that is blocking access to the Xfinity Tap on the pole before they can do any more troubleshooting to fix my issue. I have requested Xfinity move the tap to my yard and send a manager or technician trained to deal with cablecards instead of the basic Xfinity technician that has no cablecard training.

Ticket: # 3626684 - radio interference

Date: 10/29/2019 4:36:34 PM

City/State/Zip: Pueblo, Colorado 81005

Description

The only radio programs on kcsj pueblo Colorado that have interference are Rush Limbaugh and the following program. This is sporadic occurrence

Ticket: # 3626706 - Antenna Tv

Date: 10/29/2019 4:43:53 PM

City/State/Zip: Tijeras, New Mexico 87059

Company Complaining About: Antenna

Description

Hi for the last two-and-a-half to three weeks we have not been receiving any of our Channel 19 1:19 to 3 before 5 also are Channel 50 - 1 + 50 - 2 + 50 - 3 + 50 - 4 we also have a lot of problems with Channel 4 - 1/4 - 7 it's not the wind we've had such calm days and we don't get those channels who do I complain to to ask him to readjust it's not just me here out in the East mountains in Tijeras New Mexico Edgewood area we're having a lot of problems with not getting our antenna channels which we miss out on a lot of our shows we don't want to go to dish or Xfinity because they charge way too much and on a fixed income that's not feasible I rely on the antenna TV please help us out and yes my aunt Anna is in direct line with the Sandia Mountain Towers

Ticket: # 3626709 - Overbilling for services

Date: 10/29/2019 4:44:19 PM

City/State/Zip: Tampa, Florida 33624

Company Complaining About: Spectrum

Description

Consumer has a condo at a beach in Florida. Spectrum has a contract for the building. Consumer has spent only a few days in the unit in a year's time. Receiving a bill for use of a premium service that they did not use. Consumer decided to pay the bill just to get it off the books, however, since he did not use the service he is being billed for he wants to be reimbursed. \$40.37.

Condo address is (b) (6), Madeira Beach, Florida 33708.

Ticket: # 3626715 - Re: [FCC Complaints] Re: Re: [FCC Complaints] Re: Comcast will not honor Lifetime Pricing Agreement

Date: 10/29/2019 4:46:29 PM

City/State/Zip: Salt Lake City, Utah 84108

Company Complaining About: Comcast

Description

This is a follow-up to your previous request #3624059 "Re: [FCC Complaints] Re: Co..."

Thank you for the quick response.

Though I am disappointed in Comcast's responses (two both the same) to the FCC, I am not disappointed in the attempts by the FCC staff. You did what you could do and Comcast ignored their responsibility to be factual and address the issue in their response.

I also have the same Comcast complaint being investigated by the Utah Consumer Protection Office. They may have the ability to force an accurate response to the complaint. The Utah Consumer Protection Office was very interested that there were hundreds, if not thousands, of Utahns who were deceived by Comcast's false advertising and promises.

It would be hard for someone in Utah who isn't familiar with the Communications Act to file and carry out a formal FCC complaint.

Since Comcast's 2016 campaign to sign up customers to agreements that Comcast has now denied they ever offered would seem to be false advertising and solicitation, do you know if that would be something the Fair Trade Commission would address?

I appreciate all your help. I hate to see Comcast get away with their deception, which was admitted to by the Comcast Senior Vice President.

Sincerely,

(b) (6)

From: FCC <consumercomplaints@fcc.gov>

Sent: Tuesday, October 29, 2019 12:16 PM

To: (b) (6)

Subject: [FCC Complaints] Re: Re: [FCC Complaints] Re: Comcast will not honor Lifetime Pricing Agreement

Ticket: # 3626811 - Illegal Operation

Date: 10/29/2019 5:11:29 PM

City/State/Zip: McKees Rock, Pennsylvania 15136

Description

There is an individual that lives in Bellview PA , he works at Castriota Medals and Recycling 1140 McKee Street, McKees Rocks PA 15136

Don Perkins, he has an FCC License and is a heavy equipment operator and is not licensed to operate heavy equipment

Consumer said while the person is at work and he has a Baofeng radio with him at work and is transmitting a bunch of garbage is being transmitted to Ham radio's and Shortwave radios and police scanners.

Consumer said he is transmitting worldwide.

Consumer said there is some very mean and nasty people in McKees Rocks PA

Consumer said there is some very evil and Natsi agenda going on

Consumer wants the FCC to put a stop to it.

CTR402

Ticket: # 3626817 - inappropriate increase in monthly fee for digital receivers

Date: 10/29/2019 5:13:15 PM

City/State/Zip: La Canada Flintridge, California 91011

Company Complaining About: Charter

Description

On 6/6/19 I was offered and accepted a one-year "discounted" rate on my home t.v/internet/land-line telephone service provided by Charter (aka: Spectrum). The rate applied to service from 7/20/19 through 7/19/20. Included within the rate was an agreed-upon \$7.50 monthly charge per digital receiver. On my bill dated October 20, 2019 the company increased the rate for a digital receiver to \$7.99 per receiver. I would like the company to honor the agreed-upon pricing of \$7.50 per receiver for the entire one-year period of the agreed-upon term.

Ticket: # 3626820 - inappropriate increase in monthly fee for digital receivers

Date: 10/29/2019 5:13:41 PM

City/State/Zip: La Canada Flintridge, California 91011

Company Complaining About: Charter

Description

On 6/6/19 I was offered and accepted a one-year "discounted" rate on my home t.v/internet/land-line telephone service provided by Charter (aka: Spectrum). The rate applied to service from 7/20/19 through 7/19/20. Included within the rate was an agreed-upon \$7.50 monthly charge per digital receiver. On my bill dated October 20, 2019 the company increased the rate for a digital receiver to \$7.99 per receiver. I would like the company to honor the agreed-upon pricing of \$7.50 per receiver for the entire one-year period of the agreed-upon term.

Ticket: # 3626842 - ATT Uverse

Date: 10/29/2019 5:21:47 PM

City/State/Zip: Cumming, Georgia 30041

Company Complaining About: AT&T

Description

Previous case #3246239. Recordings on my dvr are being wiped out again. I had 65 shows recorded and they are gone. This is a recurring problem and ATT can't seem to fix it

Ticket: # 3626889 - Spectrum's overbilling

Date: 10/29/2019 5:37:49 PM

City/State/Zip: Beaumont, California 92223

Company Complaining About: Spectrum

Description

(b) (6)

Ticket: # 3626933 - ATT - Billing complaint

Date: 10/29/2019 5:50:35 PM

City/State/Zip: St Charles, Illinois 60174

Company Complaining About: AT&T

Description

I upgraded my service with ATT from Internet to a bundled package of \$84.95 with a 1 time activation fee of \$35. My service was installed on 9/13. ATT billed me for \$238.76 and withdrew this amount from my checking account. I want them to honor the rate quoted and to refund the overcharges.

Ticket: # 3626948 - Re: [FCC Complaints] Re: ATT/DirecTV Billing Issue

Date: 10/29/2019 5:55:48 PM

City/State/Zip: Greenville, Georgia 30222

Company Complaining About: AT&T

Description

This is a follow-up to your previous request #3596169 "ATT/DirecTV Billing Issue"

Per your e-mail of October 23rd, you advised that " Your provider is required to send you a written copy of its response by postal mail. Keep in mind it could take up to 10 days for you to receive the response"

This is a follow up to advise that I have not yet received anything from AT&T.

I will keep you advised.

(b) (6)

Thank you for your update. I was told by AT&T that all changes and promises will show up on my new billing which is around the 10th of the month. Also, I have been sent 2 Customer Service Summaries by AT&T which is suppose to indicate changes made. Both were incorrect. Was told not to pay any attention to them because they were not bills. Just putting this into my response to you so it will be a part of the record. (They shouldn't send out updates that are not accurate).

I will contact you upon receiving my corrected bill around the 10th of November.

Ticket: # 3626984 - Contract was changed without knowledge

Date: 10/29/2019 6:04:45 PM

City/State/Zip: Southaven, Mississippi 38671

Company Complaining About: AT&T

Description

I moved back in May and At&T told me I had to sign a new contract for one year to keep my direct TV. I signed the new contract and I had a promotion for 12 mths for \$55 off and they told me my bill would be around 120 a month. I got a bill for the month of October saying my bill is 187.09. I called in and spoke with a representative who told me his name was Andy and he was rude and not helpful. I asked to a supervisor and he did not want to transfer me. Asked me why did I want to speak with one because the supervisor is going to do the same thing he is doing. I asked to let me speak to one anyway. He pretended to be the supervisor and changed his name to Jesse . Jesse had the same tone and accent and told me the same exact thing Andy told me. When I got done with the phone call they told me that could not honor my 12mth promotion and offered another discount that made my bill even higher. I wanted to keep my promotion and my bill the same but they denied me and lied to me. I am highly upset and it's not fair to me to treated this way and they are making me pay more now in the middle of my contract.

Ticket: # 3626987 - Billing for services I did not receive

Date: 10/29/2019 6:05:32 PM

City/State/Zip: Lompoc, California 93436

Company Complaining About: Comcast

Description

I have had Internetat service with Comcast under their xfinity for about a year. On or about August 4 2019 I received a call from the "customer care" division. During the phone conversatoin the rep sold me TV service stating that I would not need a box or anything else. I found the next day when I was trying to get the tv service on my tv that it was not true. I visited the local office and was told it did require a tv box and wiring to me house. That they would need to install and charge for the installation. I then canceled and never received the service. I do not have tv service with Comcast but they are billing me for tv service. I tried to get someone on the phone and spent hours on the phone getting bounced from one rep to another and have been on hold several times for over an hour. Comcast actually took the payments our of my credit card. I have disputed the charges and yet they keep charging for services I do not have and never received. Please help. They make it impossible to get any customer service. They are threatening to disconnect my interenet service. If there was a different provider I would go with them for hte lack of honesty and service from comcast. My account number is (b) (6)

Ticket: # 3627014 - Erie 12 news broadcast

Date: 10/29/2019 6:17:05 PM

City/State/Zip: Meadville, Pennsylvania 16335

Company Complaining About: Directv

Description

12 news broadcast cuts in and out periodically. This is not a problem with any outside provider as the problem occurs with both Armstrong cable and direct TV

Ticket: # 3627022 - October 27, 2019 World Series Game

Date: 10/29/2019 6:19:28 PM

City/State/Zip: Houston, Texas 77087

Description

On October 27, 2019 World Series Game two women were displayed topless flashing their bare breast on Live TV for 11 seconds or so Uncensored. Lots of families were watching this show including children, sick individuals, religious and elderly people. This is very offensive to those who do Not want to see this kind of thing on TV. I hope you will uphold the laws of the U.S. by looking into this just like you looked with the NFL Half-time show incident with Janet Jackson and Justin Timberlake, which you did a fantastic job in that time. The NFL actually did something by turning off the lights when that happened however during the World Series game Oct 27, 2019 the camera person did Not look away if anything he zoomed in showing this on Live TV with no Censorship whatsoever. It was showcased all over the U.S. I hope you will uphold the laws of the U.S. and look into this, thank you. I was not watching this show at the time so I cannot tell you which channel it was, but it is all over the News, Internet the videos have even surfaced on www.youtube.com, you can find the Uncensored version there. Lots of regular average people uploading the Uncensored videos and pictures to Facebook as well that is how I heard about this. I wish to remain anonymous, thank you.

Ticket: # 3627034 - Come out of contract

Date: 10/29/2019 6:23:22 PM

City/State/Zip: Aberdeen, South Dakota 57401

Company Complaining About: AT&T

Description

Been on call since 914am n just finished last call today at 513pm problem still not solved.....I have contact the BBB, FTC AND NOW THIS I WANT EVERY PENNIE THAT I HAVE GAVE TO THEM.....MY TIME.....THIS BEEN GOING ON SINCE 2/7/18 TILL PRESENT.....IM SO FED UP WITH THIS COMPANY THAT I CAN'T DEAL.....THE CUSTOMER SERVICE IS UNPROFESSIONAL.....I LIKE TO TAKE LEGAL ACTION BY ANY MEANS NECESSARY.....I HAVE NEVER IN MY LIFE BEEN SO UNHAPPY WITH A BUSINESS LIKE DIRECT TV.....NEED HELP WITH LAWYER AND WHATEVER ELSE YOU ALL NEED ME TO DO

Ticket: # 3627072 - verizon Fios Chat says taxes and fee included but they are not

Date: 10/29/2019 6:41:18 PM

City/State/Zip: Syracuse, New York 13212

Company Complaining About: Verizon

Description

I was trying to order fios TV, internet and phone (via website with Chat assistance) and all my quotes said taxes and fees included when they are not. This is deceptive:

Steve: To resolve your concern by chatting today I was able to help you have the services in your place which is the triple play bundle with FIOS Gigabit 940/880 mbps + FIOS TV Test Drive for 60 days with 425 channels and FREE premiums with Italian channel + phone with international calling. It also includes the 3 hd boxes along with voice remote control, dvr, router rental. The monthly charge for this would be \$152.86/mo after taxes and fees, no contract, no autopayment. The \$99 set up fee is waived and this is with referral code"

I went back to the chat days later and they still insist taxes and fees are included.

Try it yourself. taxes and fees are close to \$30 on my order. No small amount. They waste my time with these untruths.

Ticket: # 3627078 - false advertising & non delivery of service

Date: 10/29/2019 6:44:39 PM

City/State/Zip: Lakeshore, California 93634

Company Complaining About: Directv

Description

I signed up for Directv satellite service. I was told the subscription came with online streaming and smartphone application so that I could watch anywhere. This is not true. I have routinely complained to Directv and the FCC yet nothing get solved. The phone app is suppose to allow the user to view sports programming but it doesn't. This needs to be addressed by the FCC to force Directv to fix their services.

Ticket: # 3627110 - Sirius XM cancellation practice

Date: 10/29/2019 6:58:04 PM

City/State/Zip: Boise, Idaho 83702

Description

I had Sirius for five years, and specifically requested that the account not be auto-renewed upon each six month term. To assure this, I mailed a physical check for each bill, and did not provide a credit or debit card number. I retired in April of this year and no longer wanted the service, but they still renewed the account and then called today and stated that I have to pay \$42.28 to cancel the account. WTF? How can they offer the option to not auto-renew, when they do it any way? This is outrageous. Please help. Thanks.

Ticket: # 3627128 - Spectrum cable billing

Date: 10/29/2019 7:02:41 PM

City/State/Zip: Kennewick, Washington 99338

Company Complaining About: Spectrum

Description

I am billed for broadcast surcharge fee on tv. Is that a valid charge?

Ticket: # 3627152 - Comcast

Date: 10/29/2019 7:10:54 PM

City/State/Zip: Berrien Spring, Michigan 49103

Company Complaining About: Comcast

Description

They refused to cancel my account without paying my past due if I had the money I would but instead let's add to a bill I can't afford. And why pay the reaction fee to have them discount it 3/5 days what was the point but to charge me more fees on a bill I can't pay ☐ never again will I be willing to get Comcast again

Ticket: # 3627207 - Suddenlink monopoly

Date: 10/29/2019 7:35:13 PM

City/State/Zip: Jonesboro, Arkansas 72401

Company Complaining About: Sudden Link

Description

(b) (6)

Ticket: # 3627211 - Turner classic movies

Date: 10/29/2019 7:39:17 PM

City/State/Zip: Englewood, Florida 34224

Company Complaining About: Comcast

Description

Why did you take away TCM, earlier in the year it was the Smithsonian channel, and of course not lowering my monthly fee.

Ticket: # 3627236 - Fox News Laura Ingram slanders Purple Heart recipient as a "Spy"

Date: 10/29/2019 7:57:53 PM

City/State/Zip: Murrieta, California 92562

Description

It is absolutely disgusting to see Fox News try to smear Lt. Col Vindman as a "spy" because he testified CONFIRMING Trump used Quid Pro Quo with Ukraine deal. These allegations are completely unfounded and flat out dangerous. Fox News is risking this mans life because they don't like his testimony. Fox!! You are completely out of line and just put a target on this Patriots back. News should be accurate and factual, not crazy right wing conspiracies.

Ticket: # 3627240 - Cable and internet problems

Date: 10/29/2019 8:03:33 PM

City/State/Zip: Saint Marys, Pennsylvania 15857

Company Complaining About: Zitomedia

Description

We've been without channels 96 through 166 since July. They say technicians are coming out and they don't show up and do not call to leave us know or reschedule. October 29th we called five times and they said it was being worked on. The last time I called at 7:30 pm they said no one had worked on it all day. That the person who did work on it was off today.

[Ticket: # 3627248 - Programming](#)

Date: 10/29/2019 8:08:06 PM

City/State/Zip: Conway, Arkansas 72034

Description

The movie contained full frontal nudity and explicit language.

Ticket: # 3627258 - Frontier Billing Advertising Complaint

Date: 10/29/2019 8:17:29 PM

City/State/Zip: Flower Mound, Texas 75028

Company Complaining About: Frontier Communications

Description

Frontier advertised price on the web "FiOS 500/500 + FiOS TV Custom Essentials + Digital Voice" for \$84.99, but upon speaking to 2 representatives, I was told this was not available and then offered more expensive packages. I have screen capture of a web chat showing the date/time of one of the discussions alongside the web advertisement. I would like them to honor the offer that was clearly being advertised at the time I contacted them.

Ticket: # 3627269 - DirecTV promotion department ripping off customers

Date: 10/29/2019 8:27:37 PM

City/State/Zip: Wakefield, Rhode Island 02879

Company Complaining About: Directv

Description

I have been getting 3-4 calls a day from DirecTV promotion department, and today a person calling from an official DirecTV phone number and a legitimate employee number offered me a deal of \$59.99 a month with all taxes and fees included for 24 months. I just had to pay \$300.00 for the first 5 months up front. When I was transferred to the payment department I was told all I had to do was purchase a \$300 gift card from their promotions partner eBay to pay the initial amount. I told him no way, that it was a scam and he hung up on me. I immediately called the Loyalty Department and that's where I learned that the person that called me was a DirecTV employee and that DirecTV would never ask a customer to pay through a gift card. Something needs to be done internally at DirecTV/ATT to stop this practice of deception.

Ticket: # 3627271 - Charged after cancellation confirmed by provider

Date: 10/29/2019 8:29:24 PM

City/State/Zip: Phoenixville, Pennsylvania 19460

Description

I continued to receive multiple credit card charges after I requested via phone that my account be cancelled.

Ticket: # 3627272 - bait and switch pricing

Date: 10/29/2019 8:29:54 PM

City/State/Zip: Hermosa Beach, California 90254

Company Complaining About: Frontier Communications

Description

I signed up for new TV/landline phone/internet service from Frontier Communications on October 10, 2019. I was told that I could receive their basic bundled package for \$75.98 per month plus taxes of an additional \$10 - \$15 per month. I was also told there would be a one-time administration charge of \$9.99 and a \$75 installation charge that would be spread across my first 3 bills. This was described as the only charges I would have to pay. The only equipment to be rented from Frontier was to be a cable card to activate the TiVo hardware I own and that the rental was included in the \$75.98 monthly charge. On October 22, 2019 my service was successfully installed. On October 28th I received my first bill and an equipment charge of \$10 was added along with a \$3.99 "VoIP admin fee" as well as taxes totaling \$21.89. I called Frontier about the billing discrepancies and after speaking to 3 different representatives, including a billing supervisor named Patrice who said she was the highest level Frontier rep I can speak with, I was told that Frontier's prices were subject to change and even though I made a commitment on the 15th, Frontier was not bound to that pricing for an installation on the 22nd. I told them I was not willing to pay for hardware I already owned and did not agree to rent. I was told I had no alternative than to pay for the rental and that my only other option was to cancel all services and pay the outstanding bill as well as a cancellation fee of about \$175. I have already scheduled the installation of services from another provider who I hope will be more transparent and following completing of that installation plan to cancel Frontier's services. Because I was not given the services I was promised and wasted more than an entire working day of my time with their misleading agreement, I do not plan to pay them for any of the billed services or cancellation fees.

Ticket: # 3627287 - Lower VHF channels

Date: 10/29/2019 8:44:32 PM

City/State/Zip: Philadelphia, Pennsylvania 19137

Company Complaining About: It's Ota There's No Company

Description

A great number of people are not able to get OTA channels 2.1-2.6 & 6.1-6.3 with a OTA TV antenna. I spoke with antenna installers, they say antenna manufacturers are not putting the component in the antenna to pick up the lower VHF channels. I've seen OTA channel standards listed as VHF channels being channels 7-13, I suspect that could be the problem, manufacturers are designing antennas to just pick up channels 7-13 from set standards. Or, can the FCC just reset the signals so that these lower channels are included in the signal?

Ticket: # 3627291 - Interference on HF frequencies

Date: 10/29/2019 8:51:40 PM

City/State/Zip: Manorville, New York 11949-2052

Description

I have had very heavy buzzing and what sounds like data on the HF bands from 1.8 through 30.00 mhz. At times the noise and data is so loud it swamps any signals I may be able to hear. I have notice at times the interference extending up to 144.00 and higher. I have called the local power company and they had said it was not them. If I am hearing it I would imaging that the aircraft frequencies would also be affected.

You can call me at (b) (6) or on my cell (b) (6)

Thanks for your help,

(b) (6)

Ticket: # 3627305 - Cancel tv and internet servive

Date: 10/29/2019 9:01:41 PM

City/State/Zip: Bradenton, Florida 34209

Company Complaining About: Spectrum

Description

I canceled my service 3 days into the new billing cycle a and now they say I owe them for a full 30 days.

Ticket: # 3627306 - Orby TV only \$40 a month

Date: 10/29/2019 9:04:24 PM

City/State/Zip: Toledo, Ohio 43615

Company Complaining About: Orby Tv

Description

False advertising claim. Orby TV needs to change their ads to reflect true cost of service. Ads do not explain cost of router at \$100, nor need for professional installation which costs \$150. Ad states that the cost is only \$40 a month. Also do not mention fees for renting their equipment if you do not want to buy it. You discover true cost when you go to Best Buy to sign up.

Ticket: # 3627316 - No service/poor service

Date: 10/29/2019 9:10:40 PM

City/State/Zip: Sanford, Florida 32773

Company Complaining About: AT&T

Description

I have had nothing but issues with ATT Uverse. 14 times in a year I have called in for issues to no service. I called in today 10/29/19 for an issue with one of my cable boxes and somehow the tech on the phone made it so that the second cable box would not longer work. Now I have no service on both cable boxes. Then the tech couldn't get anyone out to repair the issue. Completely poor service from ATT and nothing is being down about it.

Ticket: # 3627361 - AT&T UVerse

Date: 10/29/2019 9:55:51 PM

City/State/Zip: Madison, Mississippi 39110

Company Complaining About: AT&T

Description

I tried to cancel a promo introductory HBO/Cinemax subscription online. It appears my other pricing changed and the contract was extended. I don't want to pay any more or deal with AT&T any longer than I have to. The service has been problem some and their customer service reps cannot speak English. Today I waited 48 minutes and no on answered the phone.

In addition, I was promised a \$200 gift card for subscription and I have not heard a word about that. The Reward Center doesn't answer the phone either.

I regret the day I ever called AT&T for service.

Ticket: # 3627388 - The new weekly show, Evil

Date: 10/29/2019 10:52:44 PM

City/State/Zip: Tulsa, Oklahoma 74133

Company Complaining About: Cox

Description

(b) (6) [REDACTED].

The commercials for the show, Evil, are too graphic & frightening for children and adults. They should not be shown during prime time or even otherwise. The show is bad enough, in itself, without being seen during family television viewing. What are you thinking, CBS. Do they not care anything about family values. We do not need to see or hear this kind of "Evil!"

Ticket: # 3627390 - The new weekly show, Evil

Date: 10/29/2019 10:54:10 PM

City/State/Zip: Tulsa, Oklahoma 74133

Company Complaining About: Cox

Description

(b) (6)

The commercials for the show, Evil, are too graphic & frightening for children and adults. They should not be shown during prime time or even otherwise. The show is bad enough, in itself, without being seen during family television viewing. What are you thinking, CBS. Do they not care anything about family values. We do not need to see or hear this kind of "Evil!"

Ticket: # 3627393 - Inappropriate handling of my account

Date: 10/29/2019 10:56:11 PM

City/State/Zip: Pearland, Texas 77584

Company Complaining About: Comcast

Description

A woman name (b) (6) took over my acct with Xfinity. She red flagged my acct without giving me nor other reps reasons why. The woman (b) (6) was rude to me and refuse to answer my question as to why she stopped me making any changes on my acct and having all reps not talk to me. I found out that this woman has a connection to a man i am dating who dated her in the past.

Ticket: # 3627400 - Objectionable Programming

Date: 10/29/2019 11:03:51 PM

City/State/Zip: Dallas, Texas 75241

Description

NoN Cable Radio 94.1 FM Dallas Tx , Radio Announcers are programming and broadcasting. Commands to terroristic threats and ambush or riot a State of Texas Police Officer and family members(wife and son) to a radio audience measurement of 1.6 million Hispanic and. Lation citizens whereas the audience measurement members are approching the family member of the State of Texas Police for no substantial reason or cause of action. This has transpired for several years. The radio issues are Objectionable Programming. Such as incites Imminent Lawless Action and. Clear and Present Danger.

Ticket: # 3627401 - KBTM-AM

Date: 10/29/2019 11:04:05 PM

City/State/Zip: Jonesboro, Arkansas 72401

Description

This station is routinely off air.

They have an FM side that is very weak.

They don't seem to care much about the AM frequency that they hold the license for.

Ticket: # 3627403 - Fox News

Date: 10/29/2019 11:08:27 PM

City/State/Zip: Bangor, Maine 04401

Description

Fox has been spewing false, inaccurate stories for years, encouraging hate and violence in this country. Yesterday topped it when they accused a purple heart, Lt. Colonel of treason because he had the courage to testify. This has gone too far.

Ticket: # 3627409 - Comcast - Fraud and extortion

Date: 10/29/2019 11:18:30 PM

City/State/Zip: Jefferson Hills, Pennsylvania 15025

Company Complaining About: Comcast

Description

Comcast pulled a channel (Turner Classic Movies (TCM)) from my contracted cable plan and will only reinstate the channel if I upgrade my plan for an additional \$10/month. I am in the 12 month of a 24 month contract.

I believe this is a fraudulent practice that should be investigated by the State Attorney General's office, as it's essentially a bait-and-switch. When I signed up for my current Comcast plan in October, 2018 (24 month contract) TCM was included in the channel list for the package I contracted with Comcast. Now, 12 months later, Comcast removed this channel from my plan and requires me to upgrade to the sports package for an additional \$120/yr in order to get TCM. This is extortion.

They are doing the same with other channels

Comcast CustomerCare processes should also be investigated. When you contact them about this issue, they will only provide you "upgrade" options. They refuse to allow you to downgrade or cancel your contract without penalties.

Ticket: # 3627411 - Outrageous pricing for local channels

Date: 10/29/2019 11:24:20 PM

City/State/Zip: Manteno, Illinois 60950

Company Complaining About: Dish Network

Description

Dish Network is charging \$12/mo for local channels. I thought if you had a regular antenna that local channels are free. How can a satellite service charge for local channels. This is consumer fraud.

Ticket: # 3627416 - Service offering removed

Date: 10/29/2019 11:34:09 PM

City/State/Zip: Boulder, Colorado 80301

Company Complaining About: Comcast

Description

Comcast has removed Altitude Sports from its channel offering. This network carries most local sports in the Denver area. This removal of service has substantially reduced the value I obtain from my cable subscription and I expect to be compensated accordingly.

Ticket: # 3627422 - Vulgar language from fans on ESPN MLS Conference Final Broadcast

Date: 10/29/2019 11:51:09 PM

City/State/Zip: Anaheim, California 92802

Description

During the airing of the MLS Western Conference final game on 10/29/2019 airing at 7PM PST on ESPN multiple times vulgar language was broadcasted on live tv.

Such expletives as:

- Fuck
- Cunt
- Shit

were heard diminishing the enjoyment of the game.

Ticket: # 3627432 - bill over charge

Date: 10/30/2019 12:16:43 AM

City/State/Zip: Toledo, Ohio 43612

Company Complaining About: Buckeye Cable

Description

I had a 2 year agree and end 10/24/2019 and I end it at that time they took 40.00 off change should been about 115.00

Ticket: # 3627436 - Harrassment about equipment I did not receive

Date: 10/30/2019 12:36:58 AM

City/State/Zip: Acworth, Georgia 30101

Company Complaining About: Directv

Description

I cancelled my service with DirecTV then they tried to say I entered another contract right after I cancelled and want \$800 from me. I have spent nearly 6 hours on the phone with AT&T reps over the past three months trying to get them to correct my bill. I keep being told it is a mistake and they will put in a request to correct it. Never happens.

Ticket: # 3627439 - Loud commercials

Date: 10/30/2019 12:38:41 AM

City/State/Zip: Port Hadlock, Wa, Washington 98339

Description

I watch hotel impossible on demand on the Travel Channel via the Philo app. The commercials are considerably louder than the program.

Ticket: # 3627465 - Radio harmonics

Date: 10/30/2019 3:09:30 AM

City/State/Zip: Portland, Oregon 97203

Description

I keep hearing some kind of amateur talk show through all the radio stations, am/fm doesn't make a difference. Sounds strange but the same thing can be heard while running machinery as well.

Very annoying, have tried everything.

I would really like someone to come out with some type of audio spectrum analyzer to see for themselves and investigate this matter.

Ticket: # 3627504 - Billing issues

Date: 10/30/2019 8:07:05 AM

City/State/Zip: Norcross, Georgia 30093

Company Complaining About: Comcast

Description

I called Comcast in September to have my services transferred to my new address. The rep failed to mention a tech will need to cone out since the address hasn't had service in 2 years. The service was to start on Saturday 9/28/19. I started calling Comcast on Sunday 9/29/19 since the cable and internet were not working. The reps from outside of the US tried to send multiple signals and neither one of the devices would work. At that time I was informed that a tech would need to come out. I asked about waiving the service fee since I wasn't informed and the rep stated I needed to speak with the tech. The tech was scheduled and he arrived 10/5/19. I spoke with the tech about waiving the fee and he stated he's not in charge of the billing and I needed to call Comcast. I called Comcast on 10/14/19 and spoke with a gentleman he took all the information and said he was going to forward it to his manager and that either him or the manager would call me back the next day. I never heard back from anyone. I called Comcast after receiving the ridiculous amount of a bill on 10/30/19 and was told that my request had not been sent to the manager since there's no notes. The service fee of \$70.00 should be waived

Ticket: # 3627535 - Comcast overbilled

Date: 10/30/2019 8:51:37 AM

City/State/Zip: Fort Lauderdale, Florida 33301

Company Complaining About: Comcast

Description

I am a resident of NuRiver Landing. I have both a personal contract with Comcast and bulk contract with comcast. Comcast failed to deliver a significant portan due services they were contractually obligated to do. Comcast did not wire my property . Please assist me getting Comcast to engage in good faith.

Ticket: # 3627578 - Antenna issues

Date: 10/30/2019 9:23:39 AM

City/State/Zip: Lafayette, Tennessee 37083

Company Complaining About: Home Antenna

Description

I had to rescan my TV due to the airwave mandate. Now I can not get any local news or weather.

Ticket: # 3627629 - Television Interference complaint

Date: 10/30/2019 9:54:26 AM

City/State/Zip: Orchard Park, New York 14127

Description

I am contacting your office to report the suspected use of a jamming device. I have observed evidence of signal interference on all available television broadcast channels received at my residence in Orchard Park, New York. Television broadcasts will freeze and black out, the television will sometimes indicate "Weak or No Signal." The channels will at times be received without issue, the problem is not dependent on the television, antenna, weather, or other observable phenomenon.

Sincerely,

(b) (6)

Legal Services Technology Consulting
6180 Newton Road
Orchard Park, New York 14127
(585) 466-1057

Ticket: # 3627675 - DISH Network claim denial

Date: 10/30/2019 10:16:48 AM

City/State/Zip: Mountain Pine, Arkansas 71956

Company Complaining About: Dish Network

Description

DISH installed my satellite dish on my roof. There has been a water leak directly under the dish and damage has been done to my ceiling, insulation, walls, and floors from the leaking water. Without any investigation, they denied my claim stating the damage was not from the installation. The main damage is directly below where the dish is located.

Ticket: # 3627691 - ATT -Unable to cancel services on the date requested

Date: 10/30/2019 10:20:03 AM

City/State/Zip: Boynton Beach, Florida 33435

Company Complaining About: AT&T

Description

I tried several times to get the internet services that I wanted from ATT. I called on 10/30 to cancel because I found another ISP who could meet my needs . ATT (Lavar and Nicole) informed me that I could not cancel until the end of my billing cycle). This policy means that even though I am requesting cancellation, ATT will keep the money that I have paid to them. I am requesting a cancellation of services as of 10/30 (the day I called) and a refund of any monies that I have given to ATT for services beyond 10/30. I do not think it is right for me to continue to pay for services that are not meeting my need. I am requesting immediate cancellation (10/30) and

Ticket: # 3627693 - Attempt to discontinue service

Date: 10/30/2019 10:21:22 AM

City/State/Zip: Brunswick, Maine 04011

Company Complaining About: Directv

Description

We recently called DTV to discontinue service . It turned out that it was a couple of days after the start of the billing month. We asked for immediate stoppage and to get a prorated rebate. We were told the they would not do that. Is this legal?

Ticket: # 3627698 - WICU/NBC - Lilly Broadcasting issues

Date: 10/30/2019 10:22:52 AM

City/State/Zip: Titusville, Pennsylvania 16354

Company Complaining About: Armstrong

Description

When we watch WICU/NBC from armstrong cable the channel cuts in and out over multiple programs the screen freezes then picks up after a couple seconds. This happens daily. We contacted the cable company and they came and checked the house and connections and all are good. They said they have multiple complaints about this same issue but it is the feed coming from the tv station which the cable company has no control over.

Ticket: # 3627726 - Billing issue

Date: 10/30/2019 10:35:35 AM

City/State/Zip: Memphis, Tennessee 38116

Company Complaining About: Directv

Description

I cancelled my service because of an issue with my equipment that could not get resolved. The rep that cancelled my service told me the termination fee would be waived. Each time I contact customer service they tell me they don't have access to the interaction. I feel this is wrong.

Ticket: # 3627737 - Spectrum raised rates despite agreement

Date: 10/30/2019 10:37:59 AM

City/State/Zip: Mount Vernon, New York 10552

Company Complaining About: Spectrum

Description

when my promotional rate was up in August 2019, i renegotiated to a different package that would be \$150.52 per month including all taxes and fees for the next 12 months. On my October bill, they raised the prices on the packages by 7%, my bill is now \$161.00. This is a bait and switch and they refuse to honor the deal.

Ticket: # 3627745 - Television streaming service

Date: 10/30/2019 10:40:54 AM

City/State/Zip: Cranford, New Jersey 07016

Company Complaining About: Supreme Stream Live

Description

There is a television streaming service named Supreme Stream Live. I suspect they may not be a legitimate company. I have attached a PDF file that more fully describes my issue. Thank you.

Ticket: # 3627746 - Television Indecency Complaint

Date: 10/30/2019 10:41:07 AM

Description

DATE SENT:

Fri Oct 25 14:26:21 2019

NAME:

(b) (6)

INFORMATION PRODUCT TITLE:

McCain advert prior and during Emmerdale

INFORMATION PRODUCT DATE:

Weekdays

SPECIFIC COMMENT:

The McCain family adverts prior and during Emmerdale on ITV are charming except for the absolutely appalling table manners. A girl with long red hair holds her cutlery like a chimp. Children watch these adverts and how manners like those are deemed as acceptable is beyond me. No wonder we have a generation of ride, ignorant youth if this advert is anything to go by.

SPECIFIC INFORMATION QUALITY GUIDELINE VIOLATED:

I have no idea, all I know is the advert shows total disregard of table manners

ACTION FCC NEEDS TO TAKE:

The particular advert with the girl holding the cutlery like spears should be removed

PREFERRED METHOD OF RESPONSE:

email

POSTAL ADDRESS:

EMAIL ADDRESS:

(b) (6)

Ticket: # 3627781 - Phone interference from AM radio

Date: 10/30/2019 10:59:38 AM

City/State/Zip: Roanoke, Virginia 24012

Description

- Consumer claims her business line is being interfered with from radio station.
- The station is 1550 AM, it's a ministry station.
- Consumer has copper wire lines.
- When consumer dials out she can hear the broadcast on the line.
- Verizon came out and tried to suppress the lines, but they claim they cannot do that.
- They have five lines for the business, and all are affected.
- The interference is intermittent.
- Consumer will also file an additional complaint with Verizon directly.

CTR404-phone

Ticket: # 3627830 - Three phone calls to customer service.

Date: 10/30/2019 11:10:53 AM

City/State/Zip: Ann Arbor, Michigan 48103

Company Complaining About: Comcast

Description

Unauthorized charge was put on our account. It took three phone calls to Comcast to resolve. I was told that the first 2 associates who told me the charges would be taken off never took the charges off even though they put notes in that they would. The 3rd associate today said she would take charges off. I ask for money off on my next bill for my time in trying to solve this and she said no. I would like a credit on my next bill for all my wasted time in calling them when 2 out of 3 phone calls they did not do what they said they would. I could easily cancel Comcast and go elsewhere for the services.

Ticket: # 3627832 - ATT

Date: 10/30/2019 11:11:32 AM

City/State/Zip: Panama City Beach, Florida 32413

Company Complaining About: AT&T

Description

Directv original complaint was SUPPOSED to be handled by ATT and I thought we were settled however I received another monthly bill and when I called to tell them my account was cancelled they claim to have no knowledge cancelled my account and promptly sent me another bill for \$360.00 - I stupidly assumed this issue was resolved as of 9/18 - also on the letter I received from Ms Jennifer Moore it states I was reimbursed \$260.00 - that is NOT true - I was reimbursed \$119.00. I am tired of being harrassed by AT&T for money I DO NOT OWE

Ticket: # 3627895 - Spectrum Bundle Complaint

Date: 10/30/2019 11:30:18 AM

City/State/Zip: O'fallon, Missouri 63366

Company Complaining About: Spectrum

Description

Consumer has Spectrum Bundle

Consumer prices are going up

Consumer wants this resolved by provider helping he feels that a lot of seniors need a discount of some sort they can not keep coping with this prices going up

Ticket: # 3627900 - Tv

Date: 10/30/2019 11:32:30 AM

City/State/Zip: Zanesville, Ohio 43701

Company Complaining About: Spectrum

Description

After many months of bad cable, boxes exchanged, lines fixed and still having problems I decided to lower my package from gold to select. The spectrum rep said my b

They can change it today 10/30/2019 but I will still be charged for the bigger package because my billing for that package started for today for the Nov bill and they won't make the change monetarily. I asked to speak to a supervisor and the man (Tee) told me his supervisor will tell me the same thing. Now I'm stuck paying 196.00 for bad reception . Not 1st time

Ticket: # 3627908 - Spectrum - Over Billing

Date: 10/30/2019 11:33:17 AM

City/State/Zip: Rowlett, Texas 75089

Company Complaining About: Spectrum

Description

I tried to move my current Spectrum services to my new home but was told that they do not service that location. When I called to cancel, I was told that I would still need to pay the full month's bill even though I won't be using the service for 2 weeks. I am being charged \$163.53 from 10/15/19 - 11/14/19 but my cancellation date is 11/2/19. I should only pay for 19 days worth of service, and not the entire 31 days. Again, my intention was not to cancel but to move my services. It is Spectrum who cannot oblige BUT still wants to be paid for services they will not be delivering. Please allow me to pay for only what will be used. Given the amount of my bill, the prorated portion should be \$100.22. Thank you.

Ticket: # 3627936 - Service/Billing

Date: 10/30/2019 11:39:42 AM

City/State/Zip: Timpson, Texas 75975

Company Complaining About: Directv

Description

Direct TV is her carrier.

This is the second time they put this on her bill.

Sept 21 is when they say the charges were made.

They were both at the Dr that morning.

Her husband was going to have heart surgery, so they did not order this movie.

\$21.99-Aquaman

She told them about her malfunctioning remote and they said they will send her a new one.

She is 78-and he is 86, they are on a fixed income.

They do not want to pay for something they didn't order.

She called and spoke to a supervisor and he said he can not take the charge off of her bill.

Resolution:

She wants them to take the \$21.99 movie charge off of her bill.

She will be waiting to receive the new remote control that the supervisor said he would send out.

CTR394-phone

Ticket: # 3627986 - incorrect political forms

Date: 10/30/2019 11:51:42 AM

City/State/Zip: Dillwyn, Virginia 23936

Company Complaining About: Wvhl

Description

I was checking the political form in the online public files of radio stations in my area and I have found that ever single form for WVHL has incorrect or incomplete information. We have several hotly contested races in our area, and this station consistently breaks the rules. This is just one example. I hope this is researched, followed up on, and that they are fines accordingly.

Ticket: # 3628008 - False advertising/billing

Date: 10/30/2019 11:57:45 AM

City/State/Zip: Saint Michael, Pennsylvania 15951

Company Complaining About: AT&T

Description

I agreed to receive cable/ internet service and receive a free 100 dollar visa along for bring a new customer along w free premium channels for a yr. I was told I could camcel the protection plan in 30 days. I cancelled the protection plan and was told i would lose the free premium channels. I never received the visa because i never received the internet service that was sold to me. I was lied to. I was told i would recieve cable, internet, a visa and free premium channels. Att/direct tv has been fraudulent in billing for internet i did not receive. They promised a visa that i didn't receive thru their fault of inability to provide internet service. I never saw anything that said it didnt have to be given if they made a mistake in promosing the visa for services they me agree to receive then they failed to provide. I never signed anything that agreed to cable without free premium channels when i decided to cancel the protection plan in 30 days. And i ordered cable, internet combo which could not be provided. I had to contact them on multiple occasions including contacting the fcc before they agreed to drop the internet bill for services never received. I would have never ordered the cable without the internet combo as a pkg pricedcombo deal and i never would have considered the sole cable without the free premium channels. They have been fraudulent. I ordered cable/internet priced pkg deal w free prium chamnels and a 100 dollar visa and received a contract for 2 yrs without internet, without free premium channels and without a 100 dollar visa.

Ticket: # 3628012 - Cable Bill

Date: 10/30/2019 11:58:05 AM

City/State/Zip: San Francisco, California 94102

Company Complaining About: Comcast

Description

Consumer is stating that he has reached out to the provider about having his cable bill mailed to him, consumer has supplied his new address to the provider and they have not mailed the bill to him. Consumer did reach out to the provider and requested to speak to a supervisor and they would not transfer the call.

****CTR406-phone****

Ticket: # 3628033 - AT&T Bundle**Date:** 10/30/2019 12:02:57 PM**City/State/Zip:** Odessa, Texas 79762**Company Complaining About:** AT&T

Description

- <https://fcctest.zendesk.com/agent/tickets/3513279>
- Consumer stating that it is the same problem stating that he was not able to get the UVerse until his bill was paid up.
- Consumer paid up his bill but when consumer called the corporate office and they stated that he had a past due bill back from June 2016 which has the same work order - identical phone numbers for cell phones - land line / internet phone number is the same and the Directv order number was a little different due to a different package.
- Two separate accounts were being billed for the same residence and address.
- Consumer is speaking with 3 different people from the President's Office for 3 different issues.
- Has tried to set up for installation at least 3 times and each time has been cancelled either for the past due amount or unable to order the install.
- Consumer would like this issue resolved by his UVerse installed, everything cleared up on his account.

CTR395-phone

Ticket: # 3628095 - Comcast Availability Complaint

Date: 10/30/2019 12:17:47 PM

City/State/Zip: Tacoma, Washington 98422

Company Complaining About: Comcast

Description

See attached.

Ticket: # 3628097 - Loud commercials

Date: 10/30/2019 12:17:57 PM

City/State/Zip: Weston, Wisconsin 54476

Description

Consumer is watching WAOW channel 9 and the commercials are much louder than the show she is watching.

This started about a month ago.

Consumer claims the issue is constant and almost every commercial is much louder than the show itself.

Consumer was watching the news on channel 9 WAOW.

Consumer tried to call the station directly, but they will not answer.

Time was 11:10 am.

CTR404-phone

Ticket: # 3628178 - DirecTV Billing Complaint

Date: 10/30/2019 12:33:48 PM

City/State/Zip: Hesperia, California 92345

Company Complaining About: Directv

Description

See Attached

Ticket: # 3628204 - Request to Cancel TV Service was not Honored/Rep Lied

Date: 10/30/2019 12:39:38 PM

City/State/Zip: Seffner, Florida 33584

Company Complaining About: Frontier Communications

Description

Made a request on 8/20/19 to cancel TV service. Frontier rep offered various alternatives to cancellation, but I declined ALL of them. I stated multiple times that "I just want the tv service removed" I even requested return boxes for the equipment. Instead of canceling the service, the TV service was simply changed to another package, and no boxes were sent to return the equipment. Per a follow-up call on 10/30/19, I was told that the rep indicated on their notes from the call on 8/20 that I accepted the lower TV service. This was not true. I could not have been more clear in my request. While we stopped using the TV service after the request as made on 8/20/19, the account continued to be billed for TV service. Frontier made no offer to rectify this situation. It is unacceptable to call and make a request, only to do the opposite and lie about what the request was in the system of record. This account has since been closed, but I remain a customer on other accounts.

Ticket: # 3628250 - Billing/Equipment

Date: 10/30/2019 12:49:53 PM

City/State/Zip: Pavilion, New York 14525

Company Complaining About: Directv

Description

Contacted DTV in early September reported that after several password resets that my account is not accessible online. Was told that tech support was currently closed and that tech would be in contact, never received a call or email. Contacted again week of 10/30/19 for the same issue and was never transferred to speak to the proper personal as rep attempted to sell me additional services 4-5 times even after informing her that I was not interested and only wanted to address my tech support issue. Asked rep multiple times to stop trying to upsell me and she still persisted up until the end of the call. I only want to be able to access my account online and credit for any late fees as I have no way of paying other than calling in and to stop the policies of DTV which is nothing short of harassment.

Ticket: # 3628320 - Spectrum

Date: 10/30/2019 1:02:50 PM

City/State/Zip: Tarpon Springs, Florida 34689

Company Complaining About: Spectrum

Description

I canceled with Spectrum on the phone, they didn't cancel it and billed me again. I called up to complain and they wouldn't refund me and I got stuck paying another payment and told them to please make sure there was a note on my account to cancel. Same thing happens again and now they are trying to send me to collections. I just want the \$218 charge taken off my account as I am no longer with them.

Ticket: # 3628333 - Billing Issues

Date: 10/30/2019 1:04:07 PM

City/State/Zip: Sun City, California 92586

Company Complaining About: Directv

Description

- The consumer is calling about Direct TV/AT&T as her carrier
- She states they want her to pay more and more money
- She states the bill keeps going up
- She states her bill went \$61 to \$108/month
- The consumer wants her service discontinued without having to pay any fees
- She wants them to remove their equipment

CTR405-phone

Ticket: # 3628348 - Enforcement Bureau help with investigation and enforcement.

Date: 10/30/2019 1:07:59 PM

City/State/Zip: Walnut Creek, California 94596

Company Complaining About: The Keys Condominium Owners Association

Description

I need help from Enforcement Bureau with investigation of unlawful conduct and with enforcement of Section 4 of the Rule 47 CFR § 1.4000.

The details are in attached file and sent by email on 10/28/2019 to (b) (6)

[REDACTED]

[REDACTED]

Ticket: # 3628398 - Failure to deliver promises made by representative

Date: 10/30/2019 1:18:32 PM

City/State/Zip: Houston, Texas 77095

Company Complaining About: Comcast

Description

Consumers met with Comcast representative regarding special TV channels and a security system. It was agreed Comcast would provide Stars and Netflix and a camera and motion lights as part of the security system. They did not receive Stars, and the security system was only sensors that they can hardly hear.

Consumers want the package that was originally promised to include Stars and the camera and motion detectors per the original agreement.

Ticket: # 3628407 - Discrimination and promotion of violence

Date: 10/30/2019 1:19:36 PM

City/State/Zip: Manteca, California 95336

Company Complaining About: Kzst

Description

KZST in Sonoma county runs a public Facebook page that openly promotes the verbal and physical violence against field workers of PG&E because of the fires and PSPS. They need to be fined for this and cease this behavior immediately.

Ticket: # 3628415 - AT&T Wite Line and Direct TV Billing Complaint

Date: 10/30/2019 1:21:53 PM

City/State/Zip: Cluster, Washington 98240-9517

Company Complaining About: AT&T

Description

*Consumer use Direct Tv service.

*AT&T took over Direct Tv and hard to call staff about bills.

*Consumer receive 2 separate bils.

* No phone number on the bill.

**Consumer can not reach any one at AT&T to talk about the bill.

*Consumer one bill state on going charges for the amount \$ 48.36

*Consumer receive a second bill for the amount \$ 99.32

*Consumer want AT&T to call him and discuss the 2 separate bills he receive in the mail.

Ticket: # 3628453 - Unauthorized changes to my TV package

Date: 10/30/2019 1:30:21 PM

City/State/Zip: Bayonne, New Jersey 07002

Company Complaining About: Comcast

Description

- The consumer has Comcast cable.
- The consumer said they took away channel 169-turner classic movies.
- When the consumer called to address the issue, they told them they would give them the channel back, however, he must pay \$9.99 to get it back.
- The consumer disagrees because he had the channel before, but they took it away.
- The consumer said they were not given any kind of notice.
- I filed a complaint for the consumer and I also referred the consumer to the LFA.

[Ticket: # 3628498 - AT&T/Directv service area being altered and its effect on subscribers](#)

Date: 10/30/2019 1:37:47 PM

City/State/Zip: Tucson, Arizona 85739-5907

Company Complaining About: AT&T

Description

Directv subscribers within 20 miles of Tucson, AZ that have been receiving local stations from Tucson are being forced to receive their local stations from Phoenix that is 90 miles away. Why is this?

Ticket: # 3628547 - Cable TV Service Issues**Date:** 10/30/2019 1:48:26 PM**City/State/Zip:** Chandler, Texas 75758**Company Complaining About:** Sudden Link

Description

I have been trying to get my TiVo service activated for 2 weeks, since I moved. I have had 3 technicians and multiple multi-hour calls with tech support who continue to tell me that everything is fine 'in the system' and that the box is provisioned properly. However, my box is in "22: Staging" status and has been the entire time. This status means it is not provisioned to TiVo's servers and, therefore, will not continue to work if not activated within 30 days. My countdown is now at 16 days before the box locks itself out.

I have explained more times than I can count that the box needs to be set up in the system properly and registered to me and my email address. They state that it is. I spoke with a TiVo representative as well, who informed me that the box is in someone else's name in their system. Suddenlink is blaming TiVo and vice versa. I have done a 3 way call with the two services to try to resolve this issue.

This is a known and common issue at Suddenlink that they refuse to acknowledge and correct.

Ticket: # 3628652 - Billing

Date: 10/30/2019 2:09:36 PM

City/State/Zip: Forney, Texas 75126

Company Complaining About: AT&T

Description

AT&T U-verse is attempting to collect on an invalid bill charging me for equipment already returned. I have presented the receipt on multiple occasions which they have acknowledged. This equipment was returned in June and this matter is still not resolved.

Ticket: # 3628663 - Optimum billing issues

Date: 10/30/2019 2:12:35 PM

City/State/Zip: Bridgeport, Connecticut 06610

Company Complaining About: Optimum

Description

Consumer stated carrier said he has a pass due bill of over \$200.00 for movies he did not rent

Customer service stated his balance is \$0.00

Consumer stated this has be going on for 3 months

Consumer stated he has been waiting for a supervisor to call since August.

Ticket: # 3628678 - Re: Request received: Re: Request received: Re: [FCC Complaints] Re: Tv reception.

Date: 10/30/2019 2:14:42 PM

City/State/Zip: Nanjemoy, Maryland 20662

Company Complaining About: Self

Description

This is a follow-up to your previous request #3620680 "Re: Request received: Re: [...]"

I think I've waited long enough after receiving one ticket after the other waiting on a response. It's very obvious no one's doing anything for a tax paying citizen like there behind paid to do and I've just got to compile all of this and turn it over to those in charge of seeing that you do your jobs. We now have a President that's not going to put up with the same old Washington DC we've had for decades. Social media is very good got certain things especially these types of issues. You've got until the end of today to respond back to me as to what your doing to look into this problem with specifics. Period.

(b) (6)

Ticket: # 3628705 - AT&T Direct TV Poor Customer Service

Date: 10/30/2019 2:21:12 PM

City/State/Zip: Preston, Minnesota 55965

Company Complaining About: AT&T

Description

Please see the attached document.

Ticket: # 3628751 - FALSE GEICO ADS

Date: 10/30/2019 2:29:31 PM

City/State/Zip: Laurel, Maryland 20724

Description

OVER THIS WEEKEND 10/25-10/27 GEICO REPEATEDLY RAN FALSE AND MISLEADING SAVINGS CLAIMS ON SEVERAL CHANNELS. THE AD IMITATES A HORROR MOVIE, AT THE END THE SCREEN SHOWS YOU COULD SAVE, HOWEVER THE VOICEOVER STATES IF YOU WANT TO SAVE 15% OR MORE ON CAR INSURANCE JUST SWITCH TO GEICO. NO CONDITIONS FOR SAVING ARE MENTIONED. THIS IS FALSE, PEOPLE HAVE BEEN OFFERED HIGHER RATES OR MUST ADHERE TO CERTAIN CONDITIONS. GEICO NEEDS TO RUN ADS ADMITTING THEIR DECEPTION AS FREQUENTLY AND FOR AS MANY YEARS AS THIS CAMPAIGN HAS BEEN RUNNING

Ticket: # 3628772 - DirecTV billing fraud

Date: 10/30/2019 2:33:33 PM

City/State/Zip: Moreno Valley, California 92557

Company Complaining About: Directv

Description

DirecTV engages in deceptive practices. When I questioned my bill the first week of August because it jumped up in price, they told me the overbilling would be resolved but it wasn't. The 2 subsequent bills had the same problem and now a 3rd one. They are forcing me to pay more and promising that I am being credited for the overbilling. I don't believe them. They made me sign up for another year and pay the higher amount this month in order to keep my service from being shut off

Ticket: # 3628775 - Loss of service

Date: 10/30/2019 2:33:57 PM

City/State/Zip: Franklin, Kentucky 42134

Company Complaining About: Comcast

Description

Consumer has been without service for a week. Consumer does not want to have to pay for the service during the time when the service was not available.

Consumer wants the service to be available. ***CTR412-phone***

Ticket: # 3628866 - Billed for services not provided

Date: 10/30/2019 2:51:41 PM

City/State/Zip: Allen, Texas 75013

Company Complaining About: Spectrum

Description

Cancelled service Oct. 1, halfway through my billing cycle. Was not told that I would not receive a pro-rated refund, nor was I asked if I wanted to continue my service through the end of the billing period so I wasn't out \$75. When I received my next bill without the pro-rated refund, I was advised by customer service that information on this change was sent out in a bill earlier this year. I found it, buried on page 2 of my electronic bill. This is shady and dishonest. Had I been told at the time of cancellation that I would have to pay for the entire billing period - even though they were no longer providing service - I would've made a different choice. Spectrum took away my ability to make an informed decision. I would like my money back for the half-month Spectrum did not provide me service, but would be happy with them being required to tell people about this at the time of cancellation rather than waiting until they call back and then just saying "We informed you of this in your bill".

Ticket: # 3628877 - FiOS customer service

Date: 10/30/2019 2:53:15 PM

City/State/Zip: North Andover, Massachusetts 01845

Company Complaining About: Verizon

Description

Fios has been terrible since the day it was installed. from a late tec, to overbilling three times, 3 phone calls & all I have been offered is \$15.00 off a month. I am a 1st time subscriber & fioss' customer service is almost criminal. I have better things to do than call fios 3 times in 3 weeks, because they can't add numbers, or take notes on their calls. I would like to be compensated more than a measley \$15 off. that is a slap in the face for a new member. if this is how they treat their new customers, I can only imagine how they treat their regulars.

[Ticket: # 3628904 - Radio Interference](#)

Date: 10/30/2019 2:57:50 PM

City/State/Zip: Sunnyside, New York 11101

Description

Postal Mail Ticket#29278 Ready For Data Entry

Ticket: # 3628912 - Illegal broadcasting of despicable images

Date: 10/30/2019 2:58:30 PM

City/State/Zip: Annapolis, Maryland 21403

Description

Postal Mail Ticket#29280 Ready For Data Entry

Ticket: # 3628916 - AT&T Complaint

Date: 10/30/2019 2:58:44 PM

City/State/Zip: Granger, Indiana 46530

Company Complaining About: AT&T

Description

Postal Mail Ticket#29281 Ready For Data Entry

Ticket: # 3628927 - Dish TV Complaint

Date: 10/30/2019 2:59:35 PM

City/State/Zip: Fullerton, California 92831

Company Complaining About: Dish Network

Description

Postal Mail Ticket#29285 Ready For Data Entry

Ticket: # 3628931 - Comcast Complaint

Date: 10/30/2019 3:00:02 PM

City/State/Zip: Tinton Falls, New Jersey 07753

Company Complaining About: Comcast

Description

Postal Mail Ticket#29287 Ready For Data Entry

Ticket: # 3628947 - DIRECTV/AT&T billing

Date: 10/30/2019 3:01:55 PM

City/State/Zip: Blackwood, New Jersey 08012

Company Complaining About: Directv

Description

Postal Mail Ticket#29293 Ready For Data Entry

Ticket: # 3628971 - WDBJ7 Roanoke VA Failure to provide broadcast signal

Date: 10/30/2019 3:05:52 PM

City/State/Zip: Lynchburg, Virginia 24503

Company Complaining About: Wdbj7 Roanoke/lynchburg Va

Description

WDBJ7 in Roanoke VA has failed to provide a broadcast signal to the Lynchburg VA and Amherst VA area for over 6 weeks. It attributes its failure to the requirement to change broadcast frequencies. However, the other Roanoke stations have had no problem continuing their signals. Its excuse about needing to build a new tower is lame. They should have tested and known about that ahead of time. They have failed to provide any updates to viewers as promised at its website despite several notices. I know the FCC requires and over the air broadcast and assume there must be specific requirements as to the area of broadcast. I would find it hard to believe that a station can arbitrarily lower its broadcast range over an extended period of time. It should have to continue to serve its historical area and that should be a condition of its license. Otherwise, falsely stating/providing its coverage area could prevent alternatives or competitors from having a license or franchise to serve the same programming leaving viewers "in the dark." In this case, we now have no CBS programming in this area. Also, I doubt they have taken steps to advise and compensate advertisers from this area that their advertising is not reaching its intended audience.

Ticket: # 3628999 - My Satellite Radio is getting stepped on

Date: 10/30/2019 3:13:21 PM

City/State/Zip: McDonough, Georgia 30253

Company Complaining About: Sirius/xm

Description

When I drive past a tower in McDonough, GA that is located off GA HWY20/81 my Sirius/XM satellite radio gets stepped on. This tower is site number GA-81978 and is managed by American Tower. I called (877-518-6937) to complain and was told there is nothing they can or will do about it.

I am a retired broadcaster of over thirty-five years experience and I know that this is not supposed to occur no matter what the operator at American Tower has told me.

Ticket: # 3629002 - Maintenance

Date: 10/30/2019 3:13:40 PM

City/State/Zip: West Chicago, Illinois 60185

Company Complaining About: Comcast

Description

(b) (6)

Have not been receiving several channels since September 15. (NBC, ABC, PBS, FOX) have not scanned entire listings to see if there are others. We have had 3 technician's in to check our equipment in house. Two of the 3 told us the problem is in the utility box (TAP) and the hardline is making noise causing a signal unbalance. They said that a maintenance crew has to come to fix problems. To date no maintenance crew has been sent to fix the problem in the building. When we call customer service we are told that the technicians have to make maintenance appointments. Customer service keeps sending technicians who can't work on the utility boxes.

Ticket: # 3629023 - ATT UVERSE

Date: 10/30/2019 3:16:50 PM

City/State/Zip: Beverly Hills, California 90212

Company Complaining About: AT&T

Description

ATT has now charged over \$1,000 for NO REASON on my AMEX despite cancelling service and them indicating that they received all equipment back. The first \$500 charge they indicated was an error and they would send me a refund check. They did not. I disputed the charge with AMEX. To make matters worse, instead of sending a refund check, they charged the AMEX a SECOND TIME.

Ticket: # 3629030 - Sling TV

Date: 10/30/2019 3:17:50 PM

City/State/Zip: Elmira, New York 14901

Company Complaining About: Sling Tv

Description

Sling TV continuously drops out or freezes up throughout the day, everyday. I have other internet channels that never do but I'm paying for Sling and expect better service or some kind of discount for the poor performance.

Ticket: # 3629078 - Unauthorized plan change

Date: 10/30/2019 3:27:32 PM

City/State/Zip: Plano, Texas 75093

Company Complaining About: Frontier Communications

Description

A representative of the company offered me a bundle change that was quoted to me at \$10. Instead the service cost almost doubled. I have called the company 8 different times now, every person tells me a different process to fix the issue, and then does not call me back as promised. Most recently they credited about half the wrong billing after telling me they would credit it all, and now the rep says no one ever opened a dispute in any of my calls so I'll have to wait another 30 days to see if they can help me. They do not let me speak to a supervisor, or any of the people I have previously spoken to.

Ticket: # 3629109 - Over the air availability

Date: 10/30/2019 3:36:10 PM

City/State/Zip: Mentor, Ohio 44060

Company Complaining About: Over Air Fox And Cbs

Description

Why is CBS 19 in Cleveland not broadcasting, and why did FOX 8 stop broadcasting just before NFL season started. I live 25 miles east of Cleveland. My antenna will pick up stations from Detroit, which is farther away.

Ticket: # 3629125 - Direct TV billing

Date: 10/30/2019 3:39:57 PM

City/State/Zip: Miramar, Florida 33025

Company Complaining About: Directv

Description

Consumer said that Direct TV would close down the account that she does not have.

Consumer said Direct TV said they would reimburse her the money from the 2nd account.

Consumer says Direct TV now say she owes \$54 for the account that she does not use because it is not her account.

Consumer wants the account that she does not own to be closed and the debt resolved.

CTR407-phone

Ticket: # 3629129 - Verizon Fios failure to adhere to the terms of their promotion**Date:** 10/30/2019 3:40:27 PM**City/State/Zip:** Brooklyn, New York 11231**Company Complaining About:** Verizon

Description

My daughters ((b) (6)) both NY College Students) responded to Verizon Fios advertisement for a \$350 gift certificate to utilize toward a Samsung TV. According to the terms of the promotion my girls would receive an email after 30 active days of service to redeem their promotion. They received the email on September 1 with a link to the promotional award center. In their promotional award center it would allow my girls to get a Samsung 43" tv for free or to select the Samsung 50" 8000 series for approximately \$550 and pay the difference (\$200). My girls opted for the 50" tv. The problem is that the link did not work. My girls first attempt to redeem was on September 3, 2019. They continued their attempts until September 27, 2019 at which point they became concerned because the promotion was ending on the last day of September. ((b) (6)) called Verizon and they were told that there was a problem with the information that Samsung provided. She called Samsung and they said the problem was within Verizon. She went back and forth with no success. Samsung finally advised her to take snapshots of her screen so that it would validate that she was trying to redeem prior to the end of the promotion so that Verizon would still have to honor the promotion. My girls who at this point had been paying a huge cable bill and were unable to secure the tv were extremely frustrated and discouraged called me for help. It was still prior to the last day of the promotion. I then started communicating with both Verizon and Samsung. Both companies were able to see that my girls had made several attempts to redeem. At one point a customer service representative at Verizon said he wished they did not do these promotions because this happens every time they try. He said that they assured the customer service team that the problem had been fixed but obviously it had not because everyone was calling. He advised me to call Samsung again to see if there was anything they could do. Samsung said they were getting swamped with these call but they could not do anything about it. They said they would be willing to honor the promotion whenever Verizon corrected their technical issues. So they said I should ask Verizon to extend the promotion. When I called Verizon back they said because so many people had a problem they would extend the promotion for 90 days and send a new email with a functional link. Instead they sent another email with the same faulty link. When I called them back they said they knew that already because when they started receiving complaints they called Samsung and told them that their codes were still invalid. I called Samsung and they said Verizon technicians were technically incompetent and started a promotion that they did not know how to execute. I called Verizon back and they said there was nothing that they could do. After many more calls they escalated my call and offered a \$200 credit towards my daughter's bill. I told them that according to their promotion my girls were getting a \$999 tv for \$550 minus your \$350 credit resulting in a \$200 invoice. So it was actually a \$700 savings and their proposed solution was \$200 toward their bill which should have already been credited due to the fact that my daughter's have cable boxes and cable services that they can not use without the tv. In my final discussion with Verizon they said their is nothing that they can do so they were canceled the promotion. Samsung has repeatedly stated that they will send the tv to my girls once Verizon provides them with the information necessary to do so. I am reaching out to you for your assistance in getting Verizon to comply with the terms of their promotion. I do not think they should be able to lure customers to their company by offering an award then after they have secured your business decide they are not going to send the award because it is inconvenient for them.

Ticket: # 3629160 - Damage Claim

Date: 10/30/2019 3:46:59 PM

City/State/Zip: Jacksonville, Florida 32218-8490

Company Complaining About: Comcast

Description

We had Comcast cable installed on 09/30/19. On the 10/4/19 we had another tech come to check out some issues we were having. There was two of them and the one tech put is foot through the ceiling over our air handler in the garage. We called Comcast several times and they just keep transferring us to one person to another with no answers .We would just like are ceiling fixed and the compensated for the inconvenience we have been through

Ticket: # 3629232 - Unwanted cable bill monitoring

Date: 10/30/2019 4:06:38 PM

City/State/Zip: Pearland, Texas 78584

Company Complaining About: Comcast

Description

A woman who used to date a person I dated put a block on my account saying my acct is blocked and that no one can talk to me but this Renee person. I was not notified and I found that this person called me after 11pm saying she knew I was a nurse and what college I went to and who I dated. I have not done anything to justify her monitoring my acct and no allowing anyone from Xfinity to talk to me. She is using this to be vindictive of something personal in the past. She threatens me and laugh saying she's in control and I have to go through her so was he worth it. So that's how I know it's personal. I do not want my acct being "handled ". I am a woman over 40 years old I have had this acct since 2007 and I have a bsn degree. I do not need help with my acct and I can talk to tech support if I have an issue. Not a vindictive ex girlfriend who is abusing her power.

Ticket: # 3629265 - Overcharged on Final Bill

Date: 10/30/2019 4:12:03 PM

City/State/Zip: Folsom, Louisiana 70437

Company Complaining About: Directv

Description

After being a customer of DirecTV for over 23 years, I finally terminated my service with them in early October. I was told by the customer service agent out of the east Tennessee office that the early termination fee would be \$135. I have/had no outstanding programming charges as my account had been on hold. I was told that as long as I returned all of my equipment that there would be no additional charges. Now ATT has given me a final bill (attached) of over \$400, saying that I still have an NHL Center Ice programming charge as well as a \$260 early termination fee. This is all completely different information than what I was given at the time that I terminated my service. I have contacted DirecTV/ATT numerous times to resolve the situation, yet each time I call I am given different and conflicting information from the never ending stream of foreign customer service agents. Please keep in mind that I had been a loyal DirecTV customer for well over 23 years. I am happy to pay the \$135 early termination fee because that is what I actually owe, but I will not pay the \$400 plus final bill. Please let me know how I can assist further in resolving this issue. Thank you very much.

Ticket: # 3629346 - Unlawful Transmissions on 40 Meter Ham Radio Band**Date:** 10/30/2019 4:28:04 PM**City/State/Zip:** Brigham City, Utah 84302

Description

Around 2:20 MST on 10/30/2019, I was listening to the 40m ham band, when I heard transmission of music on 7.255 MHz ssb. An operator, identifying themselves as W6WBJ would come on occasionally to make comments and sing along with the music. Profane comments were made by this operator about the FCC and other profane/obscene comments were made. The operator described how they love to "jam". The transmission lasted for about 5 minutes of me listening to it. I was listening via the Northern Utah Web SDR (<http://www.sdrutah.org/websdr1.html>).

Ticket: # 3629396 - Frontier charging me for equipment I do not have and wont fix it in my bill.

Date: 10/30/2019 4:38:03 PM

City/State/Zip: Murrieta, California 92563

Company Complaining About: Frontier Communications

Description

I need only Internet service and a Cable Card which frontier now provided (please reference previous ticket 3122751) BUT now, they are also charging me for a STB (Set Top Box) which I did not have installed and they wont remove it; say they "cant" - ??? No progress after numerous calls. Please help!

Ticket: # 3629448 - ATT CUSTOMER SERVICE

Date: 10/30/2019 4:51:12 PM

City/State/Zip: Biloxi, Mississippi 39531

Company Complaining About: AT&T

Description

Two payments authorized on my debit card for \$99. I was only supposed to have one authorization. Spoke to multiple reps since October 27th— none of them seem to have any knowledge of my previous calls or issues. I got a supervisor on the phone today. She seemed upset that I was complaining so I hung up. Terrible customer service. So many run-around answers. Still waiting for the first charge to process back. Each phone call lasts about 30 minutes to over an hour. My service installation date was supposed to be October 28th and now they have pushed it to November 1st.

Ticket: # 3629452 - Service Issues

Date: 10/30/2019 4:52:25 PM

City/State/Zip: Norton Shores, Michigan 49444

Company Complaining About: Comcast

Description

- The consumer is calling about Comcast as his carrier
- He has a bundled package
- The consumer states he has intermittent service issues
- The consumer wants refunded for the last four years of service

CTR405-phone

Ticket: # 3629476 - Loss of almost all over the air TV Channels

Date: 10/30/2019 4:59:41 PM

City/State/Zip: Fayetteville, North Carolina 28314

Company Complaining About: Not Sure Who Broadcasts Over The Air Other Than Wral

Description

WRAL TV annouced that everybody had to re-scan at a certain date to continue to receive their channels. I had a lot of channels over several years and no problems.

ME, ION, Quest, WRAL 1,2,3, and many others. I only get 2 now a spanish channel and UNC channel. I re-scanned several times. I bought a new antenna for under the roof, only get 2 or 3 and not very good. WRAL said they have to get a higher antenna and soon we will get channels again. NOTHING has changed and I also still do not get any of my regular channels either.

Ticket: # 3629494 - billing

Date: 10/30/2019 5:04:31 PM

City/State/Zip: Scottsdale, Arizona 85255

Company Complaining About: Cox

Description

My cable box hasn't been working and there has been multiple outages for all my services cable, tv, and internet. I called tech support and they didn't even ask for my name and just transferred me and then I spoke to someone yesterday at 2:15 AZ time, and he put me on hold and then hung up on me.

Ticket: # 3629513 - Talk show host editorializing

Date: 10/30/2019 5:10:00 PM

City/State/Zip: Rockwell City, Iowa 50579

Company Complaining About: Who 1040

Description

I have been listening to Who radio personality Jeff Angelo for some time and he editorializes very often, always criticizing or taking cheap shots at Democrats or their stands on issues. However, he does not allow people to call in to rebut his often outrageous claims. WHO is very sly about the way they thwart any type of response that is contrary to their obvious Right leaning policies. Here is how they do it: At the end of Angelo's diatribe the station launches into a series of commercials that usually run for seven to ten minutes and then when Angelo comes back on air, he has a guest that deals with something completely off subject and not at all related to his previous political hatchet job. The call screener will not allow a comment about the statements when the station has a guest on-air. This happens daily. Is there a rule against this? Also, are there rules regarding how many minutes of commercials can be run in a row or in an hour of programming? Thank you in advance. (b) (6)

[Ticket: # 3629537 - misleading promises of service](#)

Date: 10/30/2019 5:17:58 PM

City/State/Zip: Athens, Texas 75752

Company Complaining About: Sudden Link

Description

We were without services for over 12 days before our install date was changed. When the install date arrived, we were left with no service. We were told my several technicians, we were waiting for someone in New York to activate our service.

Ticket: # 3629576 - RADIO GARBAGE BLIND WOMEN, READ & STAY AWAY FROM ME! 89109, 89060, 89061, 89124, 89147, 89113, 89172, 89135, 89161

Date: 10/30/2019 5:30:18 PM

City/State/Zip: Las Vegas, Nevada 89109

Description

CHARMAINE & YOUR SO CALLED FEMALES, YOU HAVE A RESTRAINING ORDER, ALONG WITH KI, CASSANDRA & TRE'S GROUP – ALL PEOPLE INVOLVED, MUST STAY AWAY FROM MYSELF & CAESARS PROJECTS/JOB SITE. KATHERINA & LISA AND THE REST, YOU ARE INVOLVED, STAY OFF AWAY FROM THIS JOB SITE & STOP CLICKING IN MY F*N EAR! THIS INCLUDES THE SO-CALLED TRE/KI IN 89060 & THE REST ABUSE IN BURSON RANCH.

SHUT DOWN THIS NON-STOP TRAFFICKING, EMPLOYMENT SCAMMERS ABUSE NOW!
ENFORCE THE RETRAINING ORDER AGAINST THIS GARBAGE IN AMERICA!

Ticket: # 3629585 - AT&T Fraud and Conspiracy to Commit Fraud upon Consumers

Date: 10/30/2019 5:32:16 PM

City/State/Zip: Pompano Beach, Florida 33060

Company Complaining About: AT&T

Description

PROBLEM

Once again, AT&T is defrauding and deceiving customers. If I am correct, AT&T has disavowed to the FCC, the Office of the Texas Attorney General and the Florida Office of Consumer Affairs that there is no record with AT&T regarding prior issues that I have had with them as to Customer Deception, Fraud and Conspiracy to Commit Fraud. Yet again, on October 30, 2019, my U-Verse system failed to work as I was unable to record a TV series with multiple episodes yet again. This is the third time during 2019 this has happened. In addition, one TV showed no video signal. When I called AT&T, I spoke to a condescending arrogant individual named Annika who refused to give me her agent number when requested. Obviously, this is in order to not be tracked. The AT&T employee Annika refused to give me a Tracking Number when requested to do so. The U-Verse TV service goes down on a regular basis a minimum of 3 to 4 times each month, from a minimum of a minute to 10 minutes. I suspect this issue is due to a lack of proper band width for the area. This indicates yet again, the deception being perpetrated upon consumers. Since 2014 (and prior) there have been ongoing issues with AT&T and their failure to provide proper service for which I pay a considerable sum of money every month. AT&T has knowingly lied to the FCC, Office of the Texas Attorney General and the Florida Office of Consumer Affairs in stating they had no proof as to previous Case Numbers regarding my complaints on service. For the record, here are a few example Case Numbers, Dates and AT&T employees that I have had the extreme displeasure to correspond with back and forth: 1. AT&T Case CM20151021_107900295 10/21/2015 AT &T Contact was Denita Beaugez 2. AT&T Case 32122702 10/23/2015 3. AT&T Case FL1608439 7/13/2016 4. AT&T Case FL1814148 8/19/2018 AT&T contact was Janet Harbey 5. FCC Case 3262034 5/15/19 AT&T contact was Tammy Huff (no AT&T case number assigned) How is it possible for AT&T to defiantly misrepresent their position to Federal and State Officials? Additionally, for the record, I have never received any adjustment for the Fraud that was perpetrated upon me by AT&T employees during my recent issue this past May (2019). Refer to FCC Case 3262034 5/15/19. I am requesting the FCC place a sizable fine on AT&T and request that I be reimbursed for 4 years of deplorable U-Verse TV service for which I have paid over \$100 every month with taxes. As I recall, AT&T was fined once before for misleading consumers in 2015 and 2016 AT&T Mobility Faces \$100M Fine for Misleading Consumers FCC Accused Of 'Kafkaesque' Behavior In Decision To Fine AT&T JURIST - FCC fines AT&T for false advertising of Internet speeds Attached please find correspondence to document my position in this matter. As a Consumer, my rights have been violated by AT&T as this company has violated the definition of what is a Consumer Contract: A consumer contract is a contract made between a merchant seller and a consumer. According to the Uniform Commercial Code which governs contracts, a "merchant" is any person who deals in goods of the kind of their occupation, or has knowledge or skill related to the goods involved in the transaction. A "consumer" is any person who purchases goods or services for personal use rather than for other uses such as production or manufacturing. In most consumer contracts, the merchant supplies the consumer with goods, which are used personally by the purchaser. The consumer is seen as the last party to whom the goods are passed in ownership. SOLUTION I request to be made whole with a reimbursement for four (4) years of non functioning U-Verse TV service along with the extra cost to purchase a new TV that was not

required as AT&T stated it was not their issue when indeed it was. Request an average of \$100 per month for a total of forty six months (46).

Ticket: # 3629595 - Funny noises

Date: 10/30/2019 5:33:45 PM

City/State/Zip: Appalachia, Virginia 24216

Description

Been having some severe problems with noises in my area that sound like voices talking. Very threatening messages that would make one fear for his life. My family has heard these and filed complaints with local authorities. People talking and what seems like noises that happen during a hearing test. I live in town of appalachia virginia in wise county.

Ticket: # 3629612 - Uncensored Graphic Blood and Gore

Date: 10/30/2019 5:37:09 PM

City/State/Zip: Richmond, Virginia 23237

Description

During a segment showing the capture of Chapo Guzman's son, was a graphic video showing a soldier laying on an open pickup trunk bed. This soldier was shot with blood pouring from from the bed with no censorship. It was not the focus of the story, it should have been censored. This channel has repeatably shown graphic video like a dead baby floating on a river. While it is understood graphic video and imagery is needed to report the event or show the situation, this amount seems more than necessary for a news channel.

Ticket: # 3629619 - Directv Cancellation

Date: 10/30/2019 5:38:31 PM

City/State/Zip: Winterville, North Carolina 28590

Company Complaining About: Directv

Description

I tried to cancel my Directv account, but was told that since it is not at the end of a billing cycle I would have to pay for the services through out that billing cycle because their system can't process early cancellations. It is not right to charge a cancellation fee and also charge for continued services for a billing cycle when I'm actually cancelling over 25 days before the monthly billing cycle is over.

Ticket: # 3629622 - Monitorear la informacion que se divulga en la radio y television

Date: 10/30/2019 5:40:03 PM

City/State/Zip: San Juan, Puerto Rico 00926

Description

Acabo de escuchar en una emisora de sobre un asunto de un analisis sobre un comentario omunidad y refiriendo locura sobre la salud de una mujer en comunidad y he tenido experiencias que personas sin conocerme me han indicado ese termino y se me acercan detras de mi persona y me preocupa este asunto por que en diario vivir me he encontrado situaciones donde personas sin conocerme me han referido como una persona loca. Ni siquiera han dialogado con mi persona. Esto es un asunto caso sobre el prestigio de una persona y mas aun que estoy en diario vivir de caminar para usar transportacion publica y se me acercan personas en sus varios detras de mi persona

Ticket: # 3629643 - Directv

Date: 10/30/2019 5:47:15 PM

City/State/Zip: McAlester, Oklahoma 74501

Company Complaining About: Directv

Description

My bill has been wrong for months. I have called directv multiple times with no success in resolving my bill. I am supposed to be receiving HBO free for life. I have filled a complaint over this just a few months ago. In which I had to change my cell phone plan that was an increase in my bill. It was fixed for one month and then has been messed up every since. The representatives from directv keeps telling me that they will call me back with a resolution and they will not and have not called. This is my last hope of getting this bill dispute resolved. and i am extremely aggravated after spending countless hours on the phone to be ignored. Thank you for your help

Ticket: # 3629653 - Directv

Date: 10/30/2019 5:50:32 PM

City/State/Zip: McAlester, Oklahoma 74501

Company Complaining About: Directv

Description

My bill has been wrong for months. I have called directv multiple times with no success in resolving my bill. I am supposed to be receiving HBO free for life. I have filled a complaint over this just a few months ago. In which I had to change my cell phone plan that was an increase in my bill. It was fixed for one month and then has been messed up every since. The representatives from directv keeps telling me that they will call me back with a resolution and they will not and have not called. This is my last hope of getting this bill dispute resolved. and i am extremely aggravated after spending countless hours on the phone to be ignored. Thank you for your help

Ticket: # 3629655 - Directv

Date: 10/30/2019 5:51:13 PM

City/State/Zip: McAlester, Oklahoma 74501

Company Complaining About: Directv

Description

My bill has been wrong for months. I have called directv multiple times with no success in resolving my bill. I am supposed to be receiving HBO free for life. I have filled a complaint over this just of few months ago. In which I had to change my cell phone plan that was and increase in my bill. It was fixed for one month and then has been messed up every since. the representatives from directv keeps telling me that they will call me back with a resolution and they will not and have not called. This is my last hope of getting this bill dispute resolved. and i am extremely aggravated after spending countless hours on the phone to be ignored. Thank you for your help

Ticket: # 3629657 - Directv

Date: 10/30/2019 5:51:38 PM

City/State/Zip: McAlester, Oklahoma 74501

Company Complaining About: Directv

Description

My bill has been wrong for months. I have called directv multiple times with no success in resolving my bill. I am supposed to be receiving HBO free for life. I have filled a complaint over this just of few months ago. In which I had to change my cell phone plan that was and increase in my bill. It was fixed for one month and then has been messed up every since. the representatives from directv keeps telling me that they will call me back with a resolution and they will not and have not called. This is my last hope of getting this bill dispute resolved. and i am extremely aggravated after spending countless hours on the phone to be ignored. Thank you for your help

Ticket: # 3629677 - interrupted radio

Date: 10/30/2019 6:01:30 PM

City/State/Zip: Wanaque, New Jersey 07465

Description

while driving through Saddle Brook, N.J. while listening to The Fan on F.M. 101.9 the signal is disrupted by a station broadcasting on 102.1 this has only just started happening. I looked at the listing for all N.J. radio stations and there is none listed in this area at that frequency. Pirate?

[Ticket: # 3629740 - Xfinity removed Turner Classic Movie channel from my 2 year contract package](#)

Date: 10/30/2019 6:23:41 PM

City/State/Zip: Mountain View, California 94041

Company Complaining About: AT&T

Description

(b) (6)

After I just signed a 2 year contract with xfinity in Mountain View CA which included Turner Classic Movies they ripped it out of my package against my wishes. It costs my hundreds of dollars to cancel, I want TCM BACK!!! FREE!!!

Ticket: # 3629742 - billing

Date: 10/30/2019 6:24:11 PM

City/State/Zip: Scottsdale, Arizona 85255

Company Complaining About: Cox

Description

Spoke to agent at Cox and they cancelled my cable service and I never asked for it to be cancelled. Agent also hung up on me. I have been a customer for over 20 years. The current bundle rate fell off. The calls were between at 2-3:20 pm. Spoke to Michelle and another agent.

Ticket: # 3629751 - TV

Date: 10/30/2019 6:30:17 PM

City/State/Zip: Campbellsburg, Kentucky 40011

Company Complaining About: Over The Air Tv Signal

Description

WDYL-LD tv station in Louisville, Kentucky is broadcasting on the same channel as WLEX-18 in Lexington, Kentucky. It is causing a problem with viewing WLEX-18 for the northern Kentucky viewers. Could we get one of the stations to change there broadcast number from 28 to another number.

Ticket: # 3629807 - why after 10+ years of getting excellent over the air signal from local channel 7,does the signal drop or intermittant?

Date: 10/30/2019 7:02:43 PM

City/State/Zip: San Francisco, California 94112

Company Complaining About: AT&T

Description

Why does local channel 7 and 5 and 36-3,used to have no problem getting these channels signal strength,does it now does not connect or lose signal/intermittant etc.? We have had good signal from our flat window antenna,and have run channel scans,that shows its not available to sometimes we get these stations....the tv tower is just 6 miles away!...and we tried new flat tv antennas,and same thing happens!...we are losing more over the air tv channels than previous 10+ years...even if repacking or tower adjustments,my antennas are over 20 mile range,so please tell "Sutro TV Tower" of San Francisco to increase transmission strength ...to serve its local residents within range!

Thank You,

(b) (6)

Ticket: # 3629814 - Suddenlink billing issue and no service

Date: 10/30/2019 7:03:43 PM

City/State/Zip: Bryan, Texas 77808

Company Complaining About: Sudden Link

Description

I am a new customer. My bill has yet to be right and what I was told when i signed up. I received my October bill that was due on 2nd of month on 10th! And it was wrong and took me a solid week off calling and waiting for hours on hold to get cut off or sign up for their call back to get a call back saying they had no one available at the time scheduled and to reschedule. I am not happy and can't reach anyone to help. Their customer service is a joke

Ticket: # 3629892 - Xfinity cable

Date: 10/30/2019 7:42:07 PM

City/State/Zip: Houston, Texas 77096

Company Complaining About: Comcast

Description

(b) (6)

Ticket: # 3629916 - Collection

Date: 10/30/2019 7:54:07 PM

City/State/Zip: Malden, Massachusetts 02148

Company Complaining About: Comcast

Description

I closed my account with Comcast back in may/2019 because I moved to a new address of which I have not been able to transfer service. Upon termination of the service i lost access to the online account not being able to see what was owed with the promise that the final bill would be sent to my new address. As of today I was placed under collection with no letter from the collection agency or from Comcast itself telling me I had a balance. I have contacted both Comcast and the collection agency requesting the removal of the collection mark from my credit card. Justin from billing department ID 13918 told me today 10/30/2019 that I have 0 balance with Comcast and even though the collection agency marked me as owing money. I would like to request the negative mark to be removed from my credit report. I also have disputed the collection that is on my credit report with all the 3 credit bureau agencies.

Ticket: # 3629931 - Unauthorized charges

Date: 10/30/2019 8:01:51 PM

City/State/Zip: Ventura, California 93003

Company Complaining About: Spectrum

Description

I cancelled my service starting 10/12/19 and called to make sure I didn't owe anything and to ensure they have record of my returned equipment. I spoke to Jon in Vancouver Operator ID 51X on 10/21/19 at 5:40pm Pacific Time. He advised I did not owe anything. I was then charged \$180.82 on 10/29/19. I want a refund.

Ticket: # 3629955 - Unauthorized charges

Date: 10/30/2019 8:25:56 PM

City/State/Zip: Ventura, California 93003

Company Complaining About: Spectrum

Description

Called Spectrum to complain about an unauthorized charge of \$180.90 on 10/29/19. They acknowledged this was a mistake but told me I wouldn't get refunded until the next billing cycle on 11/11/19. I have limited income right now and can't wait for my refund due to their mistake. Not acceptable.

Ticket: # 3629957 - Rescan

Date: 10/30/2019 8:27:21 PM

City/State/Zip: Piqua, Ohio 45356

Company Complaining About: AT&T

Description

We receive our tv signal from our antenna. We rescanned when told to and now we can't get Fox channel 45. Do you have any suggestions?

Ticket: # 3629962 - AEW on tnt just said sh*t on camera into a mic

Date: 10/30/2019 8:32:13 PM

City/State/Zip: Lynn Haven, Florida 32444

Description

on aew wrestling after the first match the guy gets on the mic and yells he is going to do some cowboy S**T. i mean come on. you guys have let these wrestling shows get away with the crowd chanting this mess for too long. and then tonight they just say it on air, on camera and into a mic

Ticket: # 3629976 - Strong RF Interference on East Harry in Wichita, KS

Date: 10/30/2019 8:42:04 PM

City/State/Zip: Wichita, Kansas 67205

Description

A bunch of fast food signs on east herry between hillside and georgetown is generating enough RF Interference and Intermod to completely knock out Receive on my Satellite Radio Receiver. I have not completed a Radio DF search; but, it is definitely not in compliance with FCC regulations.

Ticket: # 3629981 - Over The Air Signals in Chicago

Date: 10/30/2019 8:42:47 PM

City/State/Zip: Bartlett, Illinois 60103

Company Complaining About: Nbc And Wttw

Description

Hello,

There was a recent change to the OTA TV signals and/or frequencies in the Chicagoland area. It appears that the signal strength for channels 5 and 11 have weakened significantly. Emails to the local broadcasters go unanswered. Please assist in why these channels no longer come in on OTA reception. TV's have been rescanned numerous times with no improvement.

Thank you for any assistance.

Ticket: # 3629991 - State owned wireless camera systems are causing large amounts of RF Noise along I-135 and I-35

Date: 10/30/2019 8:48:14 PM

City/State/Zip: Wichita, Kansas 67205

Description

The state of Kansas' wireless camera system along interstate I-135 north from Wichita makes the use of VHF Amateur and VHF NTIA-Public safety Communications almost unusable. It is strong enough to break squelch on my EF Johnson 5300 Mobile.

Ticket: # 3629993 - AT&T Billing Practices

Date: 10/30/2019 8:48:32 PM

City/State/Zip: St. Augustine, Florida 32086

Company Complaining About: AT&T

Description

Every month my AT&T bill is a different amount. Last month, my service was cancelled on me, still unsure as to why and I had to renegotiate another monthly bill. I just got my bill, NOTHING that we discussed happened. I also asked to speak to a supervisor, was told numerous times there was none available. Billing practices are unscrupulous, and not consistent. The payment should be the payment, not something different every month.

Ticket: # 3630000 - xfinity failing to provide streaming service

Date: 10/30/2019 8:52:56 PM

City/State/Zip: Washington, District Of Columbia 20024

Company Complaining About: Comcast

Description

For the last several weeks, I have been unable to log in to my xfinity account to watch the stream service for which I pay. Despite virtually every other page on the internet working this entire period of time, I cannot log into my account (the page times out) and I cannot stream live tv due to a "cache" problem. A quick google search shows that this is a longstanding issue with Xfinity affecting hundreds if not thousands of customers over the past several years. This is a service that I am currently paying for.

Ticket: # 3630006 - Comcast breaking contract.

Date: 10/30/2019 9:02:55 PM

City/State/Zip: Long Valley, New Jersey 07853

Company Complaining About: Comcast

Description

I have a 2 year contract with Comcast that includes Cinemax, but now they took it away and want to charge me an additional \$12.00 a month for something I already pay for. They added another channel with no original content and a bunch of old bad movies and are saying it's a better deal. It's only as better deal for them they own this new terrible channel. Bottom line, they broke their contract!

Ticket: # 3630013 - Overcharging

Date: 10/30/2019 9:10:15 PM

City/State/Zip: Sioux Falls, South Dakota 57106

Company Complaining About: Directv

Description

For the last 10 months, my husband and I have been charged for 5 extra Direct tv receivers at \$35/month for a total of \$350 of extra charges. This was confirmed by 5 different people during a 2 hour phone call on October 30, 2019, however, all they would offer in compensation was one month of overcharging equal to \$35. My husband was told it was because he didn't notice it on his bill soon enough... We would like the \$350 that we were overcharged by Direct tv for services they did not provide.

Ticket: # 3630015 - All wireless cut-out on Amazon delivery

Date: 10/30/2019 9:12:58 PM

City/State/Zip: Watertown, Wisconsin 53098

Description

I have consistently received wireless radio disruption when an Amazon sub-contracted delivery driver delivers a package. All wireless drops out upon arrival of the vehicle, and resumes immediately upon leaving. my secondary systems record on departure. The interaction of the driver from arrival to departure is completely disrupted. I believe this is intentional. I have the disruptions documented. I have not deployed a signal detector.

Ticket: # 3630027 - Service not working

Date: 10/30/2019 9:21:33 PM

City/State/Zip: Peachtree City, Georgia 30269

Company Complaining About: Comcast

Description

Company is billing me for services that i am Not receiving since they don't work. Every time i log onto my account there is a request for added services i did Not authorize. The services i pay for don't work and keep asking me to subscribe to channels that i already Pay for. Several hours of calls to Xfinity and no resolve.

Ticket: # 3630029 - Intrusion, Melissa solis

Date: 10/30/2019 9:22:47 PM

City/State/Zip: Marina, California 93933

Description

(b) (6)

Ticket: # 3630043 - Re: INTERNET FREEZES AND SHUTS DOWN THROUGHOUT THE DAY

Date: 10/30/2019 9:37:31 PM

City/State/Zip: Rialto, California 92377

Company Complaining About: Directv

Description

This is a follow-up to your previous request #3555712 "INTERNET FREEZES AND SHUTS DOWN THROUGHOUT THE DAY"

I have sent endless emails to Linda Dixon and her supervisor at the presidents office which I will attach so you can see and no one has returned my email or a phone call

Ticket: # 3630044 - Re: INTERNET FREEZES AND SHUTS DOWN THROUGHOUT THE DAY

Date: 10/30/2019 9:39:38 PM

City/State/Zip: Rialto, California 92377

Company Complaining About: Directv

Description

This is a follow-up to your previous request #3555712 "INTERNET FREEZES AND SHUTS DOWN THROUGHOUT THE DAY"

See attached how many emails were sent to Linda Dixon and her supervisor at the presidents office
No replies from either

[Ticket: # 3630050 - Re: no reply from Direct Tv is always freezing while on, can't finish watching movies](#)

Date: 10/30/2019 9:47:18 PM

City/State/Zip: Rialto, California 92377

Company Complaining About: Directv

Description

This is a follow-up to your previous request #3221728 "Direct Tv is always freezing while on, can't finish watching movies " I have left over 20 Voice messages for Linda Dixon at the presidents office I have sent her and less emails you will see my attached and I have also sent her supervisor emails and no one has bothered to return any phone calls or emails

Ticket: # 3630051 - geico commercial

Date: 10/30/2019 9:47:39 PM

City/State/Zip: Sun Lakes, Arizona 85248

Description

in these days of child abuse, a Geico commercial changing a young girl into a cat is aired?????????

Ticket: # 3630053 - Re: Direct tv service not working, freezing during shows, stopping completely, turning off, rebooting

Date: 10/30/2019 9:50:14 PM

City/State/Zip: Rialto, California 92377

Company Complaining About: Directv

Description

This is a follow-up to your previous request #3511357 "Direct tv service not working, freezing during shows, stopping completely, turning off, rebooting " I'm requesting refunds for all the months I have been dealing with my service not working

I have been leaving endless emails for Linda Dixon from the presidents office as well as her supervisor and no one has returned my email or phone call I have left over 20 phone messages for Linda Dixon at this point I want a refund for all the months that I have been having this difficulty with my service

Ticket: # 3630077 - NBA.com app commercials insanely loud

Date: 10/30/2019 10:19:22 PM

City/State/Zip: Poway, California 92064

Company Complaining About: Apple Tv / Nba App

Description

Commercials on NBA.com are so loud, I can't stand it. The worst is an add for an NBA video game. SO loud.

Ticket: # 3630078 - WWBT12 Richmond VA

Date: 10/30/2019 10:21:32 PM

City/State/Zip: Kenbridge, Virginia 24944

Company Complaining About: None

Description

Signal disturbance. Non paying antenna viewers loose their digital programming. Often the word scrambled appeared on my screen.

Ticket: # 3630082 - New radio station in Cleveland TN

Date: 10/30/2019 10:30:07 PM

City/State/Zip: Decatur, Tennessee 37322

Description

A new Spanish radio station in Cleveland, TN is using the FM station 99.1. If you live in Cleveland, Athens, Decatur or anywhere in between, it blocks out 99.1 WNML Knoxville which is 24 hour sports and carries all University of Tennessee football and basketball. This has many people in the area very upset that they can't get their UT sports. Please consider having the new station switch to another number on the FM dial. Many people have said the same thing to me. Thank you for your time.

Ticket: # 3630083 - AT&T--DIRECT TV

Date: 10/30/2019 10:34:53 PM

City/State/Zip: St. Clairsville, Ohio 43950-9604

Company Complaining About: AT&T

Description

AT&T WAS WANTING ME TO PAY \$122.55. 23 OCT 2019 I SPENT 1 HOUR 24 MINUTES TO GET THE PRICE TO DROP DOWN. TALKED TO JAMIELA.

I called to cancel service on 2 Oct 2019. I mailed the equipment back on 7 Oct 2019. Now, AT&T is trying to bill me for services not received. I have attached documentation of my phone calls, who I spoke with and the return of the equipment. AT&T is billing me for \$ 122.55. I spoke with JAMIELA LAST, who agreed to reduce it to \$53.10. However, there should be no billing because I cancelled at the start of a billing cycle since they don't pro-rate service. Equipment was mailed at the first opportunity to do so.

2 OCT 2019 GODWIN, TRANSFERED TO JEFUS IS THE ONE I CANCELED 2 OCT 2019

23 OCT 2019 CHRISTIAN, KAYIA, JAMIELA

23 OCT 2019 I SPENT 1 HOUR 24 MINUTES TO GET THE PRICE TO DROP DOWN. JAMIELA

6 OCT 2019 RECEIVED EMPTY BOX AND WHAT TO SEND BACK. PACKED EVERYTHING AS SOON AS I GOT THE EMPTY BOX FROM FED-X.

7 OCT 2019 SENT FROM POST OFFICE

Ticket: # 3630103 - Inappropriate

Date: 10/30/2019 10:52:43 PM

City/State/Zip: San Antonio, Texas 78258

Description

Ronan commercials shouldn't be on as I'm watching the World Series on Fox. Don't like having to explain to my kids what this is

Ticket: # 3630105 - Youtube.tv

Date: 10/30/2019 10:55:09 PM

City/State/Zip: Seffner, Florida 33584

Company Complaining About: Youtube.tv

Description

I am putting my zip code in to YouTube.tv for service and they are giving me Miami locals instead of Tampa Locals. I live in 33584. I told them their database is broken and that I live in Tampa and they wouldn't do anything to fix it. I own an ad agency and it doesn't make me happy to know that people in my zip code aren't seeing my commercials here in Tampa. Attached is a screen shot of the local stations in Miami they are trying to sell me.

Ticket: # 3630155 - cable TV price gouging

Date: 10/31/2019 12:31:54 AM

City/State/Zip: Dayton, Ohio 45417

Company Complaining About: Spectrum

Description

SPECTRUM tv has a monopoly on cable tv. They have just had another across the board price INCREASE. There is no other cable company in the Dayton area to Keep Spectrum from charging whatever they want to charge. The consumer has no other options except to cancel.

Ticket: # 3630161 - Inappropriate/obscene ads run too early in the evening

Date: 10/31/2019 1:06:55 AM

City/State/Zip: Newcastle, Washington 98056

Company Complaining About: Comcast

Description

Ads for phone sex sites are being run on the Nancy Drew show, designed for young people, between 9pm and 10pm. This is inappropriate as the ads verge onto the pornographic.

Ticket: # 3630168 - Comcast

Date: 10/31/2019 1:37:14 AM

City/State/Zip: Mather, California 95655

Company Complaining About: Comcast

Description

I have had. Comcast cable service for many years. Recently they have made channels such as Turner Classic Movies from being included in their packages to an additional pay channel. I called their company and I was informed that it was because TCM had few viewers. I see this as customer extortion. I'm sure that many of their 'included' channels have lower viewership as well yet they are not charged extra to view. Comcast wants me to now pay \$10.00 a month, \$120.00 a year to view a channel that I have enjoyed as included in my current package for many years. This is the definition of extortion.

Ticket: # 3630172 - Altitude TV

Date: 10/31/2019 1:51:09 AM

City/State/Zip: Longmont, Colorado 80503

Company Complaining About: Comcast

Description

The three service providers of TV "entertainment" in the Greater Denver area, Comcast, Dish, and AT&T, have rack cons up with the same offer/negotiating stance in their Altitude TV channel. This channel carries the NHL and NBA sports (plus several other sports and sports related programming). It seems quite suspicious that these providers have exactly the same offer, especially since they are supposed to provide competition between each other. This situation reeks of collusion between these three massive companies, each of which has their own sports network, and predatory treatment of a quite popular regional sports network.

Ticket: # 3630177 - DIRECT TV//ATT

Date: 10/31/2019 2:15:31 AM

City/State/Zip: Los Angeles, California 90037

Company Complaining About: Directv

Description

This is my second or third attempt at resolution, without satisfaction. Finally a few days ago, I finally reached an ATT Agent named Joe (JT0695) who acknowledged within 2 days of Direct TV service I cancelled because of Direct TV/ATT dispute with TV Stations. I never had more than 2 days of Direct TV service. Joe stated that I would get the \$290 Direct TV charge reversed and I also overpaid by \$43 the internet which he said would also be credited to my account. Today I received my ATT cell phone bill. ATT attached the Direct TV cancellation fee to my cell phone bill, and cancelled my internet service, even though I am not behind on either my cell phone or internet accounts.

The call with the ATT Agent, Joe, was recorded. If you or an ATT manager listen to the call it will confirm everything I have stated as fact.

Ticket: # 3630183 - Over billed for Spectrum tv services I did not ask for and asked to have removed.

Date: 10/31/2019 4:06:05 AM

City/State/Zip: Saginaw, Michigan 48601

Company Complaining About: Spectrum

Description

On 9-21-19 I called Spectrum to switch to the Spectrum Choice package and removing Spectrum TV Select, Tier 1, and Tier 2, and Starz. My bill should be 55.04 not 115.04 10-1-19 bill. I should have been a \$60.00 adjustment on my next bill. I want my account adjusted to \$55.04. Which is the package I used to have on the 3-19-19 bill I told the Spectrum representative to put my service back exactly the way it was when I paid \$55.04 a month. I selected my 10 channels for the package and Spectrum still over charged me and never made the changes I told them to. Now they want me to pay for services I did not ask for. I want my bill corrected. You cannot force me to keep your tv. See attachments march bill how the service should have been billed which details the service I asked for. October bill shows the services they gave me that I asked to have removed.

Ticket: # 3630188 - Termination fee

Date: 10/31/2019 5:01:23 AM

City/State/Zip: West Bloomfield, Michigan 48322

Company Complaining About: Comcast

Description

Good Morning

I am currently a comcast/xfinity customer since August of 2019. I've recently moved to a new city where Comcast is not offered and I've been told that I would have to pay a termination fee or wait a few weeks until comcast confirms that they can provide this service. Neither one of these options are beneficial to me being that I work from home and internet service is mandatory.

I would like for comcast to terminate my service without fees since they do not provide service in my area which is out of my control.

Ticket: # 3630204 - Transmission of WVDM 40 (RF22) interfering with reception of KQFX 22 (RF22)

Date: 10/31/2019 7:18:49 AM

City/State/Zip: Farber, Missouri 63345

Company Complaining About: Dtv America Hc2 Holdings

Description

I rely on over the air reception as my primary source of television service in my home. Recently my reception of KQFX 22 out of Columbia, Missouri has been completely eliminated by what appears to be the recent sign on of another station on the same channel, WVDM which I have found is a station in the Quincy, Illinois market. I watch KQFX frequently as I enjoy the programming offered on their channels (FOX, Laff, Grit and Escape). Since WVDM has signed on, I have been unable to watch the programming on KQFX. WVDM does not offer any programming remotely similar to the programming on KQFX. The programming on WVDM is completely religious in nature and does not interest me in anyway. I am very disappointed that a station has been allowed to sign on, on the same channel, in such a close proximity as to allow it to interfere and effectively block reception of the station which is actually in my local TV market. Farber, Missouri, where my home is located, is in the Jefferson City/Columbia market. KQFX is a broadcast station in the Jefferson City/Columbia market. Therefore I should be able to receive KQFX's programming without undue interference from WVDM which is in the Quincy, Illinois market. I'm certain I am most likely not the only viewer affected by this situation but, I may be the only person willing to file a complaint about it. Thank you for your time.

Ticket: # 3630213 - Deceptive Billing Practice, Unauthorized Account Changes

Date: 10/31/2019 7:42:24 AM

City/State/Zip: Temperance, Michigan 48182

Company Complaining About: Directv

Description

After several unauthorized changes made to my account and deceptive billing I cancelled my account. I had not been Under Contract for quite some time, however they are trying to charge a contract cancellation charge and threatening to bill card on file. Who knows what has been done without authorization to my account, I called and complained about this numerous times. They claim calls are recorded so there should be record.

Ticket: # 3630256 - loud commercials

Date: 10/31/2019 8:50:54 AM

City/State/Zip: Nashville, Tennessee 37203

Description

loud commercials

Ticket: # 3630269 - Overcharged Billing

Date: 10/31/2019 9:03:14 AM

City/State/Zip: Anoka, Minnesota 55303

Company Complaining About: Directv

Description

Cancelled my Direct TV service and was told by the representative that my termination fee bill would be \$170. Final bill was \$340. When called to have it corrected, was told that I was quoted the incorrect fee and they would not reverse. Escalations to management were unsuccessful. Their calls are recorded if they listen to my phone call of cancellation, it will prove my case.

Ticket: # 3630272 - Blocking stations

Date: 10/31/2019 9:08:31 AM

City/State/Zip: Mount Airy, North Carolina 27030

Company Complaining About: Over The Air

Description

he states that someone is blocking him from watching his stations

he also states that he had over 29 stations

he also stated that he has scanned several times

he also that he has a large antenna that allows him to get great channels

he states that his computer is telling him that he is blocked

I advise that he file a complaint

Ticket: # 3630283 - profanity on network TV

Date: 10/31/2019 9:16:01 AM

City/State/Zip: Elkhart, Indiana 46514

Description

At the 45:50 mark of the episode titled "At Midnight in Manhattan," a character uttered this phrase, "I was raped with a god damn flashlight." Taking the name of God in vain was not necessary. I have filed several complaints with the FCC over the years about this program's use of profanity.

Ticket: # 3630359 - NOT HAPPY WITH INSTALLATION

Date: 10/31/2019 9:59:55 AM

City/State/Zip: Burr Ridge, Illinois 60527

Company Complaining About: AT&T

Description

I had installation scheduled for 10/30/19 we took off work to meet them. They never called never emailed me. I had to call them for them to tell me they placed a hold on my installation and were not able to make it. I have about 4 different installations scheduled and get the constant run around of when they are coming. No one can confirm my correct installation time or date and we lost an entire day of work because of their mistake. I want to talk to someone.

Ticket: # 3630383 - Loud Commercials

Date: 10/31/2019 10:06:15 AM

City/State/Zip: Danville, Alabama 35619

Description

Consumer watches TV late at night

Consumer turned his TV down low

Consumer said when the commercials come on it blares and wakes everyone up

Consumer said it's just HLN Channel 44

Consumer just wants the commercials to lower the volume

CTR402

Ticket: # 3630402 - CBS - Denver Channel 4 OTA Service

Date: 10/31/2019 10:14:35 AM

City/State/Zip: Lakewood, Colorado 80227

Company Complaining About: Cbs Denver Channel 4

Description

I have received and enjoyed OTA broadcasting from CBS Denver Channel 4 for several years. Local OTA services are no longer being broadcast. CBS 4 Denver was always a free OTA channel. How can we get it back? All my other OTA channels are being received fine. Maybe the CBS tower is malfunctioning?

Ticket: # 3630467 - Youre website is broken and unusable

Date: 10/31/2019 10:29:57 AM

City/State/Zip: El Segundo, California 90245

Company Complaining About: Directv

Description

Your genie box hard drive went bad after over 10 years with directv. In order to replace it your require me to sign up for a 2 year contract. I declined and decided to use my PC to watch Directv. EVERY SINGLE DAY NOW I spend at least 15 minutes troubleshooting an error. Their website is broken on every level. I have now made a list and have experienced 37 DIFFERENT errors on directv's website preventing me from watching on demand. 37 Errors. 37!!!!!!!!!!!!!! and still counting. To make matters worse Directv requires that tracking cookies be enabled or you can't log in and use their site.... I'm paying over 150 dollars a month and I don't even own the write to my own privacy! Netflix, Hulu, Google, Amazon, and all your competitors take a few clicks to watch the content their customers pay for. Yet apparently a fortune 500 company like AT&T/Directv can't even create a functioning website. I have spoken with someone from their higher level tech support and they claim that they will be fixing the site and I will be reimbursed for ALL my directv payments since its been happening once the problem is fix. They even elaborated that all I need to do is call Directv when the problem is fixed and they will credit me for all of the time I have experienced these problems. Now it's been 14 MONTHS and the only difference Directv has made to their site is a 3rd party survey which didn't work the first time I got offered a chance to fill one out. EVEN THEIR SURVEYS ARE BROKEN-_- I work in the IT field and have spent my whole life on the internet, and honestly, I have never experienced such a terribly designed website till now. No where even close. Now I'm writing this because I now can't even use directv's website at all anymore. It now tells me I need their Cisco software to stream anything despite it ALWAYS running in the background on my PC. That's extremely sketchy that directv requires this software in the first place. I keep opening the software and even re-downloading it and their website won't recognize it. At this point directv is committing fraud. They are charging me about 150 dollars a month for service I can't access and have yet to reimburse like they claimed they would ON RECORDING!!! Now they have charged me thousands of dollars the last 14 months and haven't provided me with service.

Ticket: # 3630501 - Pro-rated billing

Date: 10/31/2019 10:41:58 AM

City/State/Zip: Merion Station, Pennsylvania 19066

Company Complaining About: Spectrum

Description

The cable TV and internet provider for my seasonal house in Maine has changed their pro-rated billing policy. They will no longer pro-rate billing regardless of when equipment is returned and service has been discontinued. Customers are responsible for full monthly billing. It is an immoral business practice to charge customers for usage which cannot be utilized. The practice should be re-instated.

Ticket: # 3630506 - AT&T Direct TV Rewards program

Date: 10/31/2019 10:42:20 AM

City/State/Zip: Stout, Ohio 45684

Company Complaining About: AT&T

Description

I recently switched my television provider to Direct Tv through AT&T. One of the incentives to switch was the promise of a \$100 reward card. The reward came with stipulations that I have fulfilled. We were connected to service on 8/17/2019 and I went to the AT&T reward website to claim my \$100 reward. I received a confirmation number and information on how to check the status of my reward. After weeks had gone by with no reward card received, I logged back onto the reward site to check the status as instructed. Only to find the reward was disqualified for reasons not explained. I try to contact the rewards center with the number they provided and was on hold for 45 minutes with no answer, so I hung up. I also tried the live chat feature which gave computer generated responses that didn't answer my questions but did give me the same number to call that I already had. After doing some research online I found that this is a problem for many consumers.

Ticket: # 3630519 - Spectrum holding me hostage

Date: 10/31/2019 10:44:52 AM

City/State/Zip: Los Angeles, California 90066

Company Complaining About: Spectrum

Description

Spectrum bills two months in advance. I lost my job, called to cancel my cable and phone, they refused to cancel me, told me I had to pay the 400.00 balance. I paid the past due of 200, canceled my services and they say I still owe another 200 for services I never got. How can I be billed for service I never received? I lost my job and knew I couldn't afford so I called and tried to cancel and they told me I couldn't? Now I'm stuck with a 386.00 bill I still can't afford. I just need Internet for the 86.00. How can I be charged for service I never received?

Ticket: # 3630531 - No tv reception

Date: 10/31/2019 10:47:25 AM

City/State/Zip: Fairplay, Colorado 80440

Company Complaining About: Directv

Description

We have had Direct tv for 18 years with very basic local only channels. They forced us to upgrade our system promising that we would only charge \$5.99 a month. Now they are saying \$50.00 a month.

We are located in a area that can only get satellite.

I was told years ago that there was a law satellite company's had to sell very basic tv .

Please help.

Antenna will not work in our location.

Fairplay, Colorado 80440

Ticket: # 3630534 - Biling Issues

Date: 10/31/2019 10:48:08 AM

City/State/Zip: Hope Mills, North Carolina 28348

Company Complaining About: Directv

Description

He called DIRECTV to get service and they wanted him to be under contract, but he didn't want to be under contract. He was told that he would be sent a \$250 gift card so that If he didn't like the service, he could cancel. This was to cover the \$280 Early Termination Fee. He was paid up for October 2019. He had cancelled the service in September. He was told he wasn't eligible for the \$250 gift card because he did not have the service for one month. He paid the bill for September through October 2019. He called them back and spoke to Melissa in Springfield, MO, he was kept on hold for over an hour and she never came back on. He called back and spoke to Gwen sid she couldn't do anything, she transferred him a supervisor, Brett May, who told him he did not have the service for a month and would have to pay \$513, Early Termination Fee. He was misled by DIRECTV and wants this \$513 to be cancelled and removed from his bill. CTR 390

Ticket: # 3630580 - Billing Issues

Date: 10/31/2019 11:05:40 AM

City/State/Zip: Southport, North Carolina 28461

Company Complaining About: Spectrum

Description

- The consumer is calling about Spectrum as her carrier
- She has a bundled package
- She states they increased her bill in March
- It went from \$170.87 to \$181.46/month
- She reached out to the carrier
- They advised it was due to programming updates
- They did give her credits for some non service issues
- The consumer wants them to honor the \$170.87/month until March of 2020

CTR405-phone

Ticket: # 3630622 - Billing issues with ATT Uverse Service

Date: 10/31/2019 11:17:02 AM

City/State/Zip: Birmingham, Alabama 35205

Company Complaining About: AT&T

Description

According to my bill my promotional offer ended on 10/30/2019 (see attached). I contacted ATT many times before that date to try to secure a new promotion only to be told I had to call back. I did so and was told that the promotional offer I had would be extended. I then received a bill with additional charges and was told there was no record showing that my promotional offer would be extended. I then called customer loyalty and was told my account was "locked" for 48 hours and they were unable to help me. This is wrong. I tried and tried to get someone to work with me but was told to call back time and time again. Then I call back and was told the promotion was extended, but not according to one of their representatives. Now my account shows "promotion expired" I can't do anything because my account is locked. It's unfair to charge me additional money out of the blue. I had no idea there would be additional charges, that no one at ATT can explain. I would appreciate you looking into this. I've been a customer of ATT for years. Thank you.

Ticket: # 3630662 - Cable lines down

Date: 10/31/2019 11:26:29 AM

City/State/Zip: Granby, Missouri 64844

Company Complaining About: Mediacom

Description

- Consumer claims his cable company has ignored a safety issue.
- A line was hanging low between his home and Ward Dr. and taken down by a car driving by.
- Consumer made multiple complaints over the past month.
- The city has reported the problem to them as well, but they refused to deal with it and now it's been taken down by a car driving.
- Consumer would like the line to be dealt with as it should have been a month ago.

CTR404-phone

Ticket: # 3630663 - Billing Issues

Date: 10/31/2019 11:26:35 AM

City/State/Zip: Caddo, Oklahoma 74729

Company Complaining About: Directv

Description

- The consumer is calling about Direct TV as his previous carrier
- He states they were getting deteriorating quality of service, so they switched carriers
- He states they were no longer under contract
- He states when he went to cancel his service, they advised it would be terminated on 11/16/19
- The carrier stated they were paid a month ahead
- The consumer feels they should prorate and refund the rest
- The consumer wants refunded \$75

CTR405-phone

Ticket: # 3630709 - Attempting to Collect On a Debt Despite Proof It Has Been Paid

Date: 10/31/2019 11:42:30 AM

City/State/Zip: St. Charles, Illinois 60174

Company Complaining About: AT&T

Description

I discontinued service with AT&T and returned the equipment within the allotted time period. I have continuously been harassed by AT&T agents to pay a debt of \$486.03 for failure to return equipment. I have been reassured each time that I call that it has actually been received, it is a mistake on their end, and they are just "processing" it and that I do not owe the debt. I continue to receive letters demanding that I pay \$486.03, as recently as October 23, 2019, despite these assurances.

Ticket: # 3630772 - DirecTV failed to cancel my service

Date: 10/31/2019 12:01:21 PM

City/State/Zip: Bainbridge Island, Washington 98110

Company Complaining About: Directv

Description

I initiated two chats and one phone call to DirecTV on 10/18/19 to cancel my service. They made several excuses for why they weren't able to do this at that time. My service was not cancelled and I was billed for another month of service more than a week after I cancelled.

Ticket: # 3630830 - Suddenlink

Date: 10/31/2019 12:13:48 PM

City/State/Zip: Waverly, West Virginia 26184

Company Complaining About: Sudden Link

Description

I have been having trouble with my cable. It keeps giving me a Searching For Signal message and I have tried numerous times calling Suddenlink and going through the troubleshoot steps by following the instructions of the computerized voice on the phone. It does not work. I cannot get a hold of a human at Suddenlink and they never call you back when you leave a message to call back. I am paying quite a bit of money for a service that I cannot get.

Ticket: # 3630859 - emergency notification broadcast

Date: 10/31/2019 12:21:36 PM

City/State/Zip: Suffern, New York 10901

Company Complaining About: Optimum

Description

Instead of getting monthly alerts from Altice-Optimum, tv service is interrupted DAILY at about 3:45 AM for 15 minutes. Cable provider says they have no control and that FCC has to make correction.

Ticket: # 3630894 - New Broadcasts

Date: 10/31/2019 12:27:25 PM

City/State/Zip: Orange, California 90240

Company Complaining About: AT&T

Description

The news should be non bias and until recently it has been. My issue is with CNN and MSNBC. They are completely bias to the Democratic party and they broadcast nothing but hatred for our President of The United States. This should not be allowed it shows no respect for the office and makes our country look very bad. I feel the FCC should stop this immediately.

Ticket: # 3630910 - DirecTV issues

Date: 10/31/2019 12:29:23 PM

City/State/Zip: Hallow, Michigan 48855

Company Complaining About: Directv

Description

- Consumer has had nothing but issues with his provider.
- The TV freezes, the guide screen is blanked out where he can't read it and has had 3 different technicians at his home to address the issue.
- Consumer is repeatedly given the run around from the people on the phone saying one thing and receiving something different in email.
- Consumer is repeatedly bumped from one department to another.
- Consumer believes he is being over charged for things on his bill.
- Consumer would like DirecTV to be fair with him via credits and get the service restored properly.

CTR404-phone

Ticket: # 3630911 - Frontier Communications

Date: 10/31/2019 12:29:26 PM

City/State/Zip: Brandon, Florida 33511

Company Complaining About: Frontier Communications

Description

We just cancelled our service with Frontier (TV, phone and internet) today (10/31/19) and they told me they do not pro-rate my bill. My billing cycle ends on the 21st of the month so I will have to pay for 21 days of service even though the service has been disconnected. How is this fair to consumers when requiring us to pay when we do not have the service?

Ticket: # 3630947 - Sudden Link Bundle Billing

Date: 10/31/2019 12:36:38 PM

City/State/Zip: Rainelle, West Virginia 25962

Company Complaining About: Sudden Link

Description

- Consumer has cable in West Virginia and Sudden Link has changed her due date to the 1st but consumer get her disability on the 3rd and refused to be able to change her due date back to 25th of the month.
- Consumer stated that Sudden Link had not received her payment for September, but the bank showed it was cleared on Oct 7th, 2019. Sudden Link rep (Tommy) stated that her bill had been paid but when she contacted Sudden Link again stated that they never received the check.
- Now consumer must go to the actual store to show a copy of the bank statement showing that Sudden Link had cashed the check which Sudden Link wouldn't accept a fax plus charged her \$10.00 late fee.
- Consumer spoke on chat with Michael and he was very nasty to the consumer.
- Consumer spoke with Terri last night Oct 30th, 2019 she was nice, but the system has now changed the due date to the 4th across the board. Rep suggested that the consumer go to a store which is 40 miles away.
- Consumer would like this issue resolved by having 5-6-day extension removed from her account so it can be available for another time, and to have her due date returned to the 25th of the month.

CTR395--phone

Ticket: # 3630948 - #3561534

Date: 10/31/2019 12:36:59 PM

City/State/Zip: Gilbert, Arizona 85296

Company Complaining About: Cox

Description

Ticket #3561534 This complaint is still open and issue has not been resolved . Voice interruption has been corrected by tiling still exists several times within the hour as of last evening. Have had intermittently free from tiling but never for one day w/o it. Please keep this complaint open. thank you.

Ticket: # 3630965 - DirecTV Satellite

Date: 10/31/2019 12:42:53 PM

City/State/Zip: Buffalo, New York 14208

Company Complaining About: Directv

Description

She is getting an error message on her firestick. She has an error message on her tv that directs her to DirecTV but she has long since ended her account with DirecTV. She still has the satellite dish on her home. She asked for a copy of the contract that states the fact that after service is terminated that the satellite should not be removed. She asked them to send a service tech out to remove the dish from her home. They told her that the dish is hers and she would have to remove the dish herself. This dish is causing interference with her ability to watch her firestick.

Ticket: # 3630977 - Billed for a year for broadcast service after cancelled it

Date: 10/31/2019 12:45:33 PM

City/State/Zip: North Salem, New York 10560

Company Complaining About: Optimum

Description

I cancelled broadcast service with Optimum in Oct 2018. I kept internet. I just learned they continued to bill me for TV. They claim they do not have to refund the overcharges because I did not complain within 31 days

Ticket: # 3630983 - TV interference starting around 6:00 PM almost daily. (Using TV ANTENNA)

Date: 10/31/2019 12:47:40 PM

City/State/Zip: Palo Cedro, California 96073

Company Complaining About: Tv Antenna. Reception From Repeater In Redding, Ca.

Description

Usually starting between 6:00 and 7:00 pm we get very bad interference to the point of some stations having no picture. This happens almost every day but not always. We had a three day power outage by our power company this week and we ran our tv with a backup battery. All channels worked perfectly even after 6:00 pm. Yesterday when most of the town Palo Cedro, CA got our power back the interference started again!!

Ticket: # 3631226 - Antenna Reception after FCC Required Broadcast Frequency Change

Date: 10/31/2019 1:36:58 PM

City/State/Zip: Crawfordsville, Indiana 47933

Company Complaining About: Cbs-wttk-29 And Fox-wxix-59

Description

Two TV stations in Indianapolis (29 & 59) changed their frequencies on 10/18/2019. Since that time I have rescanned & rotated my antenna several times, yet I am unable to pick up these two stations, that I was always able to receive before. Why?

Ticket: # 3631244 - Verizon billing dispute

Date: 10/31/2019 1:41:26 PM

City/State/Zip: Pittsburg, Pennsylvania 15210

Company Complaining About: Verizon

Description

Consumer stated he can no longer afford Verizon's services.

He pays his bill but cannot keep up with the payments.

Consumer is on a fixed income

Consumer would like to terminate the tv services with Verizon and \$0.00 out his bill, if there are any additional fees consumer would like to be place on a payment plan.

If Verizon can assist the consumer with the lifeline program they have, consumer would appreciate any assistance the carrier can offer.

Ticket: # 3631245 - Deceptive Pricing Practices**Date:** 10/31/2019 1:41:47 PM**City/State/Zip:** Palm Harbor, Florida 34684**Company Complaining About:** Spectrum

Description

I have been a Spectrum (previously Brighthouse) customer for 15+ years. I continually get absurd rate increases and this year 7/2019 I told them I was going to cancel service. I got a smaller rate increase they said was good for a year. Today I get a \$11.27 per month increase. I called and asked why? They said to cover costs of our new cable boxes and it is outside your contract?? Nobody told me that when I renewed and this is FRAUD! They are so arrogant and certainly need to be investigated because they are screwing everyone in this county.

Ticket: # 3631284 - Unresolved complaint

Date: 10/31/2019 1:51:03 PM

City/State/Zip: Belleville, New Jersey 07109

Company Complaining About: Comcast

Description

- Previous complaint 3410455.
- Consumer claims she is being charged for a contract she never had.
- Consumer would like physical documentation that she agreed to a contract.
- Consumer does not believe she should be responsible for the ETF.

CTR404-phone

Ticket: # 3631296 - Rate increases without notification

Date: 10/31/2019 1:53:31 PM

City/State/Zip: Raleigh, North Carolina 27601

Company Complaining About: Spectrum

Description

My cable provider increased the price of DVR service by \$3/month without proper notification or warning. I've attached a bill from the previous month, showing a variety of rate increases, and a bill from the current month showing the additional DVR rate increase without notification.

Ticket: # 3631300 - Unfair Business Practice

Date: 10/31/2019 1:54:17 PM

City/State/Zip: Columbia, South Carolina 20210

Company Complaining About: Spectrum

Description

I recently had my service disconnected by Spectrum. When calling to make arrangements to pay the bill to restore services I asked to speak to a supervisor, I have been given the runaround and promises were made that are not being honored by spectrum. I advised them that I will pay all past due amounts on 11.1.2019 and 11.15.2019. I was told that when I make the payment of \$238 they could give me an extension but now they are threatening full disconnect and no proration on services that have not been used. I have been a customer with spectrum and trying to make good on my financial responsibility but they are bullying me and threatening permanent disconnection with no proration. I need help in resolving this matter.

Ticket: # 3631329 - Re: Re: It is legal 2469 case 150-2015stalked by (b) (6)

(b) (6) medical thru a contract with tmz.ision how an stores..

Date: 10/31/2019 1:57:57 PM

City/State/Zip: Monroe, New Jersey 08831

Company Complaining About: Sprint

Description

This is a follow-up to your previous request #3570143 "Re: It is legal 2469 case 150-2015stalked by

(b) (6) medical thru a contract with tmz.ision how an stores.."

Ticket: # 3631411 - Comcast Billing

Date: 10/31/2019 2:12:23 PM

City/State/Zip: Inkster, Michigan 48141

Company Complaining About: Comcast

Description

Comcast will not allow him to change his billing day

He gets paid on the 3rd of each month

He pays his bill on the 5th because it goes through Postal Mail

He has a disability and that's the best he can do.

Ticket: # 3631413 - Optimum billing issues

Date: 10/31/2019 2:12:42 PM

City/State/Zip: Brox, New York 10463

Company Complaining About: Optimum

Description

Consumer stated every month her bill goes up

Consumer pays her bill on time every months

September the bill was \$164.00

October the bill was \$167.00

Consumer wants to know why are the taxes changing monthly

Ticket: # 3631458 - Comcast

Date: 10/31/2019 2:21:51 PM

City/State/Zip: Bear, Delaware 19701

Company Complaining About: Comcast

Description

Comcast has breached the agreement made when i purchased service from them. They removed Cinamax after i purchased their service which included Cinamax as part of the package and told me i had to pay an additional 14.00 a month for that channel. They are now doing the same with Starz which was also part of our agreement. I want out of the contact because they have breached our agreement and they said I have to pay an early termination fee even they have breached our agreement and not given me what I agreed to pay for.

Ticket: # 3631585 - Suddenlink service issues

Date: 10/31/2019 2:49:38 PM

City/State/Zip: Houston, Texas 77064

Company Complaining About: Sudden Link

Description

Consumer stated she received a letter in the mail stating she would receive 2 Digital boxes for free if she come and pick them up by 10-8-2019

Consumer drove to the office to pick up the boxes, employees in the office did not know anything about the offer.

Consumer would like her two free boxes.

Ticket: # 3631613 - Direct TV

Date: 10/31/2019 2:56:06 PM

City/State/Zip: Bryan, Texas 77802

Company Complaining About: AT&T

Description

Billed after contract ended and price doubles. no notification this was going to happen

Ticket: # 3631657 - TV Commercials with increased broadcast volume

Date: 10/31/2019 3:03:09 PM

City/State/Zip: Plover, Wisconsin 54467

Description

RE:Spectrum/Charter: On Channel 190, at least, the volume of the commercial for the Furniture and Appliance Store and possibly Len Dudas Motors is easily triple the volume of surrounding commercials. I have video evidence, but it would not load. The CALM act needs to be enforced.

Ticket: # 3631668 - Cable Card Customer - Lose of many SD Channels

Date: 10/31/2019 3:04:49 PM

City/State/Zip: Brooklyn, New York 11213

Company Complaining About: Optimum

Description

Since the last Cable Card Update in June 2019, I am missing most of my SD channels (about 70 channels). I've contacted Optimum (technical support) many times, and was told by some of the head technicians that Cable Cards are being phased out - which is contrary to current federal regulation. Renegotiate my TV cable account to reflect this serious loss of services.

Ticket: # 3631693 - AT&T Availability/Billing Complaint

Date: 10/31/2019 3:09:06 PM

City/State/Zip: Woodstock, Virginia 22664

Company Complaining About: Directv

Description

Fax Ticket#07136 Ready For Data Entry

Ticket: # 3631699 - No channels created for male viewers currently exist on over the air network television

Date: 10/31/2019 3:10:49 PM

City/State/Zip: Durham, North Carolina 27703

Description

Postal Mail Ticket#29295 Ready For Data Entry

Ticket: # 3631707 - Xfinity billing

Date: 10/31/2019 3:11:43 PM

City/State/Zip: Deland, Florida 32724

Company Complaining About: Xfinity

Description

Postal Mail Ticket#29299 Ready For Data Entry

Ticket: # 3631725 - False Pricing Information, Service Lies and Excessive Billing from Frontier Communications

Date: 10/31/2019 3:14:42 PM

City/State/Zip: Fontana, California 92336

Company Complaining About: Frontier Communications

Description

We have a combined internet, TV and phone plan, so there are a number of issues here.

(1) My wife called to have voice mail and call waiting removed from our service. We did not order these features and find them annoying, especially as we cannot access the voice messages and our phone continues to flash telling us we have messages. Frontier Communications (FC) twice promised my wife to (a) delete these "features" and (b) and remove the pending, inaccessible message(s). They have done neither.

(2) I called to obtain pricing for adding TV service to our package. I explicitly asked what the incremental price would be and was told it would be \$72 and change, plus tax that they could not predetermine. I called a second time to place my order, and had this pricing confirmed. In fact, while our previous total monthly bill was 82.65 (including tax), the new monthly bill came to 175.49 (base) plus 28.71 for "Taxes and Other Charges," not all of which were actually taxes.

3. When I called to have this discrepancy explained to me, and to ask about two included charges for services I had not ordered, the main thrust of my complaint was ignored. When I asked to talk to a supervisor, I got a run around. I asked again and was told that a supervisor would call me back in about 45 minutes. That was many days, and I have received no such call.

4. I received a standard customer satisfaction survey and repeated that my issue was not resolved and I was due a call from a supervisor. I continue to be ignored.

5. The bill lists the City of Fontana as the "Local Franchise Authority" and gives a phone number. When I called this number, a city worker explained that they have nothing to do with FC and have "asked for years to have the number removed."

Ticket: # 3631762 - AT&T Harrasment

Date: 10/31/2019 3:19:29 PM

City/State/Zip: Jacksonville, Florida 32277

Description

I contacted AT&T about an issue with their sales reps harassing my wife. They continued to ignore what I was actually saying. I will attach a transcript below.

I am filling in some of the info below with random information (such as tv channel and network) as I have no other way to file a complaint.

Ticket: # 3631775 - Service Issues

Date: 10/31/2019 3:22:54 PM

City/State/Zip: Mansfield, Ohio 44902

Company Complaining About: Spectrum

Description

Consumer said she called in about what offers they have and was given certain offers

Consumer went into a local store and then they tell her she can't have that offer.

Consumer said she is paying for the highest internet package they offer and getting the lowest speed

Consumer also has cable through them and the TV and the internet both freeze up all the time.

Consumer said that Spectrum sent techs out Multiple times, and the consumer watched the techs pull up and sit in their cars and then just leave without fixing anything or even knocking on the consumers door to let her know they are there.

Consumer said 2 times the techs did come in her house and then went outside and looked at the roof and then leave and not fix anything.

Consumer just wants a reasonable credit and not just \$4 as a credit, for 4 months of a service not working

Consumer also wants her services fixed and reliable and the speed she is paying for.

CTR402

Ticket: # 3631790 - Zito Media Cable TV

Date: 10/31/2019 3:26:24 PM

City/State/Zip: Geneva, Nebraska 68361

Company Complaining About: Zito Media

Description

He has not had service since March but he is still being billed every month. When he gets service, which is rare, it is very spotty and poor. They continue to tell him they are working on it but there is no resolution. He has gone up the chain of command in the company and eventually spoke to Daniel Stuckey, the consumer advocate.

Ticket: # 3631812 - Cable company won't refund equipment returned

Date: 10/31/2019 3:33:02 PM

City/State/Zip: Murrieta, California 92562

Company Complaining About: Sudden Link

Description

I returned my elderly mothers equipment after my tv service was cancelled due to a move. The equipment was delivered to them on 10/10/19. As of today they are still charging me an equipment charge of \$435.00.

Ticket: # 3631814 - Damaged Equipment Not being repaired

Date: 10/31/2019 3:33:43 PM

City/State/Zip: Austin, Texas 78736

Company Complaining About: Spectrum

Description

There is a shattered pedestal in my yard and there are wires and metal exposed on my property. I have had 6 phone calls with Spectrum to get them to repair their equipment since August 30, 2019, with the last call being on October 11, 2019 during which I was promised (again) that maintenance would contact me within 24 hours. Today is 10-31-19 and I have not heard from maintenance or Spectrum. I need Spectrum to maintain their equipment and repair the pedestal.

Ticket: # 3631841 - AT&T/Direct TV

Date: 10/31/2019 3:41:30 PM

City/State/Zip: Charlotte, North Carolina 28216

Company Complaining About: Directv

Description

They told her she could get Internet and Direct TV for \$62.00. They told her there was no drilling, no wires, no contracts. They were going to hook it up on Sept 6; and Sept 16 respectively. The TV was to be on 2 TVs. They said that she could have everything with her Roku. They told her she needed additional remotes. Her first bill was wrong. She could not get hold of the Reps. Her bill is over \$789.15 from AT&T/Direct TV. They would not come and remove the cords or wires; for a month. She returned everything on 10/2. She called her psychiatrist crying and upset. She has mental distress from all of this.

Resolution she seeks is to NOT pay this bill. ***CTR386-phone***

Ticket: # 3631844 - Satellite TV Promotion

Date: 10/31/2019 3:41:41 PM

City/State/Zip: Truth Or Consequences, New Mexico 87901

Company Complaining About: Directv

Description

DIRECTV offered a 24 month promotion. Then after 12 months they canceled it. The monthly fee rose from about \$80 to \$140. Trying to contact DIRECTV was futile. Finally service was terminated and now DIRECTV wants early termination fees and more coming to a total of \$287 when DIRECTV reneged on their promotional/contractual agreement. Their excuse is that they were supposed to buy another AT&T product within the first 12 months, but the funny thing is that there is nothing about this additional purchase in their contract nor was it mentioned when the promotion was accepted. This complaint is for (b) (6) is the name on the account. ***CTR363-phone***

Ticket: # 3631895 - AT&T Complaint

Date: 10/31/2019 3:50:56 PM

City/State/Zip: Bath, Pennsylvania 18014

Company Complaining About: AT&T

Description

Consumer is trying to get someone from headquarters to contact him

The issue is with Direct TV

Consumer rs having billing issues

The consumer wants this resolved by getting someone from corporate to contact the consumer

Ticket: # 3631915 - Cable distribution Wires down in back yard since 7-4-2019

Date: 10/31/2019 3:55:26 PM

City/State/Zip: Shreveport, Louisiana 71104

Company Complaining About: Comcast

Description

I have contacted Comcast cares on twitter several times to get the lines picked back up that a tree took down in the middle of the night and they keep rescheduling and not correcting. This is a safety hazard.

Ticket: # 3631935 - Directv billing for service not received

Date: 10/31/2019 4:01:15 PM

City/State/Zip: Ventress, Louisiana 70783

Company Complaining About: Directv

Description

I cancelled service in the middle of a billing cycle and was forced to pay for the entire month even after all the equipment has been returned. I expected the monthly charge to be prorated and I should receive a refund for days when I did not have the service.

Ticket: # 3631939 - Missing Broadcast Channels in Clarksville, TN

Date: 10/31/2019 4:03:06 PM

City/State/Zip: Clarksville, Tennessee 37043

Company Complaining About: None

Description

Original Ticket No. 3607411

I originally contacted the FCC about Fox 17 in Nashville, TN being unavailable by antenna but because I have had ATT as my phone provider, it was routed to them. We do not currently have any cable TV or satellite provider and have not had for many years.

It has been 11 days and Fox 17 is still unavailable and in the last week, we have lost a minimum of 6 more channels! All the channel 2 (ABC) affiliates and all of the channel 5 (CBS) affiliates are gone! And there are several others.

Is this happening because the FCC is forcing the issue of turning people to cable providers for reception? Will antenna reception be a thing of the past?

If you must issue a different ticket number due to the fact that we do not and have not had any cable or satellite provider for years, please do so.

I want my complaint of lost antenna channels to be acknowledged at the FCC and to know the problem will be resolved.

Ticket: # 3631968 - Re: Re:Hacked illegal monitoring TV an phone taps

Date: 10/31/2019 4:08:00 PM

City/State/Zip: Monroe, New Jersey 08831

Company Complaining About: Verizon Wireless

Description

This is a follow-up to your previous request #3446571 "Re:Hacked illegal monitoring TV an phone taps"

Ticket: # 3631972 - TV Internet Bundle**Date:** 10/31/2019 4:09:12 PM**City/State/Zip:** Reynoldsburg, Ohio 43068**Company Complaining About:** Directv

Description

(b) (6) I has a bundled package with DIRECTV for the internet and TV. They didn't do this. (b) (6) called and they explained that they had problems and they couldn't do this. He had to call them to find out what happened. Finally, they came out and installed the TV part, but they didn't hook up the internet. He called again. They tried again and still no internet. He only had TV service for 7 days. He canceled because a program that he watched for the prior six days suddenly disappeared. He called and was told that the program wasn't in his package and that he would have to upgrade to get that program. The sales rep at the store and the rep on the phone didn't agree with any of the details. He called and said he didn't want the service and they would respond, they just kept him waiting. Every time they came out, they agreed that everything that happened was wrong. Still, they will not remove that \$400 termination fee. Also while he had TV service, the image kept freezing up. It seems like all these difficulties are targeted at getting (b) (6) to upgrade to a more expensive package. Most annoying is that he was repeatedly left holding the line while nothing was done and the only thing DIRECTV could say was they're sorry this is happening. DIRECTV was so unforgiving about this that it felt abusive. (b) (6) no longer has service from DIRECTV and wants their charges removed. ***CTR363-phone***

Ticket: # 3631989 - Comcast Billing Complaint

Date: 10/31/2019 4:14:35 PM

City/State/Zip: Washington, District Of Columbia 20008

Company Complaining About: Comcast

Description

- Offered him a 30 day free trial for basic cable services
- That was on September 12th
- Consumer received a bill for \$60
- Consumer returned the equipment before the 30 days were up
- They are claiming that he owes taxes and fee's
- They said it was a free trial and that he wouldn't be charged
- Resolution: consumer would like that fee taken off his account

CTR409-phone

Ticket: # 3632000 - Bundled service issues

Date: 10/31/2019 4:18:24 PM

City/State/Zip: Pikeville, Kentucky 41501

Company Complaining About: Sudden Link

Description

Consumer is have issues with Sudden Link

Consumer is stating that her cable and internet keeps going out

Consumer is stating that her service goes out for sometimes 3 or 4 days at at time

Consumer is stating that she has contacted the provider

Consumer is stating that they never set up an appointment to come out to address the issue

Consumer would like them to come out and fix the issue so they can provide the services that they are paying for

Consumer would like a credit of \$50. for the time her service has been off

Consumer states that they should not raise there prices if they are not gong to provide uninterrupted service

****CTR 406-phone****

Ticket: # 3632004 - Cost of Spectrum Service

Date: 10/31/2019 4:19:14 PM

City/State/Zip: Elgin, Texas 78621

Company Complaining About: Spectrum

Description

Cost of service has steadily increased since Spectrum acquired Time Warner. Was there government provisions (when merger was approved) that was meant to protect consumers from increases?

Also \$25.43 of taxes and fees every month my one account - Are these being applied correctly?

Ticket: # 3632076 - Xfinity Issue

Date: 10/31/2019 4:33:56 PM

City/State/Zip: Springfield, Illinois 62703

Company Complaining About: Comcast

Description

Consumer had an arrangement to make a payment on the 31st

Yesterday the services were not working

The consumer called this morning , the rep said that the services were disrupted even though the last rep made arrangements that he had extended it from the 28th to the 31st

She made a payment of \$110 this morning and they have yet to turn this back on

Consumer has TV and internet bundle phone

The consumer wants this resolved by getting the service turn on ASAP and 2 days of credit considering the rep said the consumer had until the 31st to pay which is what she did

Ticket: # 3632140 - Service

Date: 10/31/2019 4:51:16 PM

City/State/Zip: Honea Path, South Carolina 29654

Company Complaining About: Charter

Description

Charter spectrum saying that until sub division is built in my area that they would not even consider running lines for our local area.

Ticket: # 3632164 - Direct tv

Date: 10/31/2019 4:55:33 PM

City/State/Zip: Columbia Falls, Montana 59912

Company Complaining About: Directv

Description

Over charged after canceled Direct tv never canceled, billed for 90 days after canceling, Theft stealing money

Ticket: # 3632168 - Early Termination Fee Not Due

Date: 10/31/2019 4:56:17 PM

City/State/Zip: Lake Worth, Florida 33463

Company Complaining About: AT&T

Description

After several unresolved technical issues I was advised , in May 2019, I could leave DirecTV without penalties and switch to another provider. I waited for AT&T TV to become available in order to migrate to AT&T TV from DirecTV. I did the migration from DirecTV to AT&T TV in August 2019 after spending more than four hours on the phone with AT&T.

In September 2019 I was assisted and advised by:

Orlanda Simmons

Sr. Manager

Office of the President

AT&T Services, Inc.

o 678-917-1144 | g13410@att.com

that I will not owe any Early Termination Fee related to DirecTV.

Unfortunately, AT&T has charged my account an Early Termination Fee, a fee I was told that I will not owe. Moreover, AT&T has disconnected my AT&T Internet Service and is asking for a reconnection fee over an invalid disconnection related to an Early Termination Fee that I do not owe.

Ticket: # 3632245 - FCC violation sexually explicit on NBC

Date: 10/31/2019 5:14:46 PM

City/State/Zip: Arvada, Colorado 80002

Company Complaining About: AT&T

Description

Ellen showing the sexually expletives on the tv show. This subjects to violates FCC.

Ticket: # 3632301 - Dish Network Collections

Date: 10/31/2019 5:32:16 PM

City/State/Zip: Central Point, Oregon 97502

Company Complaining About: Dish Network

Description

Dish Network sent billing to collections without sending a bill to customer for outstanding balance. No mail or email.

Ticket: # 3632302 - cable bill and cancellation

Date: 10/31/2019 5:32:20 PM

City/State/Zip: Scottsdale, Arizona 85255

Company Complaining About: Cox

Description

Cox cancelled my cable services without my approval and I have been a customer for 20 years and pay bill on time each month. I spoke to Sharon at 844-233-3044 and she told me in order to add the cable services again it will cost me addition \$20 a month. I couldn't believe how unethical this company is. They cancelled my cable services without my approval and told me if I want the services again it's going to cost me more. WOW, Unbelievable how unethical this company is.

Ticket: # 3632325 - Comcast xfinity

Date: 10/31/2019 5:38:33 PM

City/State/Zip: Boone, North Carolina 28607

Company Complaining About: Comcast

Description

On 8/27/2019, I contacted Experian regarding a notification that a Comcast store located at 15815 25th Ave West, Lynnwood, WA 98087 had run a hard inquiry (one that effects your score) via Equifax. I currently live in NC. I contacted Experian via phone and they told me to contact Equifax and Comcast to initiate a dispute.

I tried contacting Comcast multiple times on 8/27, 10/30 & 10/31 to get this issue resolved and to have the inquiry removed from my report. I have literally been around the globe trying to get this rectified -- I toured call centers from the Phillipines to India to the Dominican Republic to Costa Rica and all because someone in Lynnwood forgot to check ID when opening up an account. So far I have been hung up on multiple times and given 3 internal ticket numbers: 49788574, IH59168074 & NA250312800 all of which apparently refer to nothing and the false credit inquiry still appears on my credit report. Furthermore, I have to bear the concern that typically when a credit report is requested, the requestor has the right to see a hard copy of that report. Thus it is entirely possible that due to an improperly trained employee who failed to check ID, Comcast just sent all my personal information to a potential ID Thief in Washington.

Ticket: # 3632344 - Disgusting, inappropriate commercial from Crest

Date: 10/31/2019 5:48:33 PM

City/State/Zip: Orange, California 92869

Description

Crest and Oral-B are currently airing a Halloween commercial featuring young children. One of the girls vomits during the commercial. I find this disgusting, repulsive and completely inappropriate. I do not want to see this. It's bad enough that more and more TV shows and movies include scenes of vomiting but to show it for real in a TV commercial is completely uncalled for. This disturbed me for days. This commercial should not be aired, and there should be a rule that vomiting and other disgusting behaviors are not allowed to air on TV. Note: It appears that this commercial first aired in 2013, according to the attached article, which states the commercial did not air on TV. Well, I have seen it twice on TV within the past week.

Ticket: # 3632372 - Early Termination Fee

Date: 10/31/2019 6:03:08 PM

City/State/Zip: Rochester, New Hampshire 03867

Company Complaining About: Consolidated Communications

Description

I changed my TV/Internet/Phone service with Consolidated Commination's in Feb., 2019 in order to get a different phone number. At that time I was never informed that I was starting a new 2 year contract and that there would be an early termination fee if I canceled service before the end of the term. I canceled all of my services with them in Oct., 2019 and was charged two early termination fees of \$129 each. I tried to resolve this directly with them but it's there word against mine. They say I was informed of the new 2 year contract and I say they never told me.

Ticket: # 3632414 - Spectrum Cable Billing for services not received

Date: 10/31/2019 6:19:29 PM

City/State/Zip: San Diego, California 92122

Company Complaining About: Spectrum

Description

I had to cancel my Spectrum cable service and asked to keep the internet only, and they made this change for me on 10/31/2019. However they said I must still pay over \$200 for the cable service even though it is not being provided - because my billing cycle is 10/26/2019 to 11/25/2019. How can they charge me for services they have not provided? This must be illegal?

Ticket: # 3632420 - Comcast Xfinity

Date: 10/31/2019 6:20:57 PM

City/State/Zip: Port Saint Lucie, Florida 34952

Company Complaining About: Comcast

Description

Comcast Xfinity is not being up front about rental tv boxes V purchasing them . A Tv box cost around \$30 to purchase . Renting it cost \$5 per month per box. The internet modem cost around \$50 they charge \$15 per month to rent it . Top this off with loosing your new customer discount after a year or 2 taxes and equipment and rental fees your \$99 dollar triple play package now cost you over \$250 dollars per month. Comcast Xfinity is out of control with no end in sight. They monopolized the cable wire and held it for ransom .

Ticket: # 3632423 - Comcast Xfinity

Date: 10/31/2019 6:22:14 PM

City/State/Zip: Port Saint Lucie, Florida 34952

Company Complaining About: Comcast

Description

Comcast Xfinity is not being up front about rental tv boxes V purchasing them . A Tv box cost around \$30 to purchase . Renting it cost \$5 per month per box. The internet modem cost around \$50 they charge \$15 per month to rent it . Top this off with loosing your new customer discount after a year or 2 taxes and equipment and rental fees your \$99 dollar triple play package now cost you over \$250 dollars per month. Comcast Xfinity is out of control with no end in sight. They monopolized the cable wire and held it for ransom .

Ticket: # 3632425 - Re: [FCC Complaints] Re: Time Warner Cable Legacy customer now paying \$60 more for same service with Spectrum

Date: 10/31/2019 6:22:41 PM

City/State/Zip: Coronado, California 92118

Company Complaining About: Spectrum

Description

This is a follow-up to your previous request #3241823 "Time Warner Cable Legacy cu..."

What is going on with this. I've still had no contact with spectrum as I've tried reaching them multiple times and now I'm being ignored in the case with you. What is the holdup? As I'm still paying for this outrageous cable. Why had nothing been facilitated as months have gone by.?

Sent from my iPhone

Ticket: # 3632428 - Re: [FCC Complaints] Re: Time Warner Cable Legacy customer now paying \$60 more for same service with Spectrum

Date: 10/31/2019 6:23:48 PM

City/State/Zip: Coronado, California 92118

Company Complaining About: Spectrum

Description

This is a follow-up to your previous request #3241823 "Time Warner Cable Legacy cu..."

Hello?

Sent from my iPhone

What is going on with this. I've still had no contact with spectrum as I've tried reaching them multiple times and now I'm being ignored in the case with you. What is the holdup? As I'm still paying for this outrageous cable. Why had nothing been facilitated as months have gone by.?

Sent from my iPhone

Ticket: # 3632440 - Billing issues

Date: 10/31/2019 6:33:47 PM

City/State/Zip: Brooklyn, New York 11236

Company Complaining About: Verizon

Description

Verizon charged me \$37 for long distance calls when I asked them to add their World 300 plan to my account when I initially called to set up back in early September. Now they are unwilling to reverse that fee and add my plan back. They refused to conduct an investigation to review all communications I had with them online and on the phone to confirm that i did request that. All I want is for that fee to be reversed and my 300 minute international plan added. Conduct an investigation to find out who messed. The big companies need to be held accountable.

Ticket: # 3632454 - Frontier communications refusing to drop tv service

Date: 10/31/2019 6:37:19 PM

City/State/Zip: Kirkland, Washington 98034

Company Complaining About: Frontier Communications

Description

Called 8/21 to remove tv service, received bill in sept with tv still, called multiple times and tv is still being charged and internet was turned off stating I needed to pay my balance from tv service charges.

Ticket: # 3632517 - Radio interference

Date: 10/31/2019 7:10:41 PM

City/State/Zip: Dublin, California 94568

Description

Hello,

Today October 31st 2019 I noticed an fm station interference that was not there yesterday. This is in the East Bay area of San Francisco Bay Area. The station call sign that I used to listen to is KATM 103.3 out of Modesto CA. Today there is a Spanish station over powering it.

Ticket: # 3632535 - RE: [FCC Complaints] Re: Rebuttal 3549892

Date: 10/31/2019 7:20:30 PM

City/State/Zip: Clearwater, Florida 33756

Company Complaining About: Frontier Communications

Description

This is a follow-up to your previous request #3612914 "Rebuttal 3549892"

You did nothing, what a waste...

From: FCC <consumercomplaints@fcc.gov>

Sent: Thursday, October 31, 2019 10:49 AM

To: (b) (6)

Subject: [FCC Complaints] Re: Rebuttal 3549892

Ticket: # 3632546 - Comcast Channels

Date: 10/31/2019 7:27:39 PM

City/State/Zip: Spotsylvania, Virginia 22553

Company Complaining About: Comcast

Description

I upgraded my package to Triple Play to add phone service over a year ago. All of a sudden w/o any notice I was missing my favorite channels, ID, Oxygen, We, Tru. I called & was told there is a renewal contract dispute between the stations & the cable company. No one advised me UPFRONT that adding my phone would eliminate channels. My bill didn't decrease as a result of them dropping channels & family members still have the channels. How can they delete channels w/o notice, and charge the same price? I have called, complained & written letters w/no resolve.

Ticket: # 3632569 - Comcast poor customer service

Date: 10/31/2019 7:39:20 PM

City/State/Zip: Lilly, Pennsylvania 15938

Company Complaining About: Comcast

Description

Have been trying to get cable and internet for over a month with no answers. Contacted the beginning of September and was told a month for installation, still waiting on October 31st with no answers.

Ticket: # 3632585 - Remove Trump Ads

Date: 10/31/2019 7:48:00 PM

City/State/Zip: Ames, Iowa 50010

Description

I am very upset to see all of these misleading (lying) ads from the Trump campaign on the NBC news programs (Nightly News and Local News (WHO TV in Des Moines, Iowa, at 6 pm). They say "fact" but then state complete lies about the impeachment investigation and Vice President Biden. Since when is it acceptable to run ads that are basically flat-out lies? The other candidates are not running ads of this nature. Please remove these ads as they are false and/or fine the stations that run these ads. There should be some minimum standard of truth for running ads. Yes, I think the impeachment investigation is legitimate and Trump has committed multiple impeachable offenses and probably felonies.

Ticket: # 3632590 - Political ad not related to an election

Date: 10/31/2019 7:51:15 PM

City/State/Zip: Pittsburgh, Pennsylvania 15222

Description

Our current President of the United States has bought ads to combat impeachment. These are political ads not related to an election and IMHO, should not have been accepted or run. These ads ran today, October 31 2019: 5:37 pm -approximate- on KDKA, my local CBS affiliate; 7:25 pm on WPXI, my local NBC affiliate.

FYI, none of the categories in TV issues apply to this complaint so I chose Loud Commercials. I used the most recent airtime for this complaint.

Ticket: # 3632596 - Channels possibly scrambled

Date: 10/31/2019 7:54:44 PM

City/State/Zip: Punta Gorda, Florida 33980

Company Complaining About: Antenna

Description

I have an antenna. In the last few months , cbs,abc and other major channels have not been available. Why are they not available?Channels